

Science of Healthcare Improvement Foundations Training (SHIFT)

Build practical improvement skills to make healthcare safer, smarter and more reliable

About SHIFT

SHIFT IS A FLEXIBLE, SKILLS-BASED ONLINE COURSE designed to help you identify, design, measure, and lead real-world improvement initiatives while applying what you learn through a guided, individualized improvement project. This course is ideal for clinicians, healthcare staff, quality and safety professionals, administrators, educators, researchers, students, and anyone interested in improving how healthcare is delivered. No prior quality improvement (QI) experience required.

SHIFT COURSE CONTENTS

- Foundations of QI and systems thinking
- Problem scoping and root cause analysis
- Stakeholder engagement and voice of the customer
- Process and journey mapping
- Measurement planning and data interpretation
- Planning and testing change with PDSA cycles
- Navigating the human side of change

SHIFT COURSE DETAILS

- **Platform:** Scarlet Canvas
- **Format:** 100% Asynchronous
- **Time Commitment:** Approximately 24 hours total
- **Cost:** \$250 for OSU & OSUWMC | \$500 external
- **Course Structure:** 6 self-paced modules
- **Registration:** [Register for the SHIFT course](#) or use the QR Code:



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