

How to register and begin IHI Open School courses.

Step 1: Select **Tennessee Hospital Association** as your organization.

- Go to <https://www.ihl.org/layouts/ihl/userregistration/userregistration.aspx> to register.
 - If you are already registered, go to <https://www.ihl.org/layouts/ihl/mysite/editprofile.aspx>
- Fill out the registration form. Mandatory fields are marked with an asterisk (*).
- Once you reach “Your Organization” click the link as seen here.

Your Organization* [Please click here to select your organization](#)

- Search for **Tennessee Hospital Association** by entering the search criteria exactly as pictured below. Enter “**Nashville**” for City/Town even if you are located elsewhere. Click *Next*.

Please enter the organization search criteria
Please do not use abbreviations, acronyms, or department names.

Organization / Employer / School *

Country *
State / Province / Region *
City / Town *

Or select

I am not currently affiliated with an organization.

- If you are prompted to select an organization, select **Tennessee Hospital Association** and click *Next*.
- You will notice that your organization has changed on the original form.

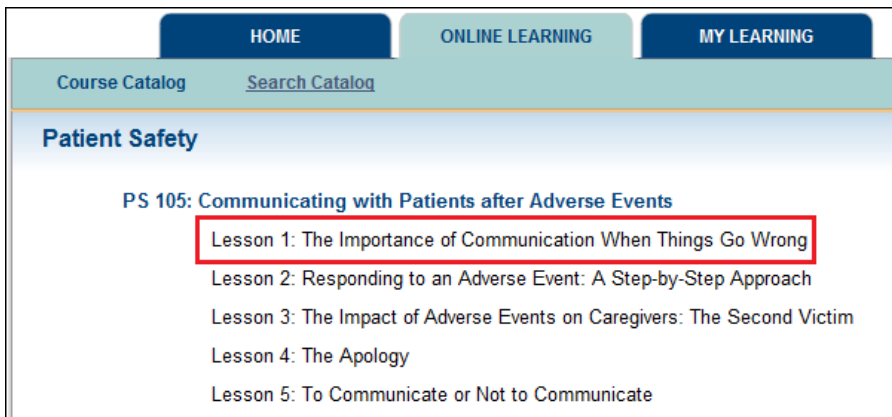
Your Organization* **Tennessee Hospital Association**

- Complete the remainder of the form save your registration.

You are now registered under the correct organization.

Step 2: Opt-In to the subscription and begin a lesson

- Go to the Course Homepage at the following link: <http://app.ihi.org/lms/home.aspx>
- Click the online learning tab and select the lesson you wish to start.



HOME ONLINE LEARNING MY LEARNING

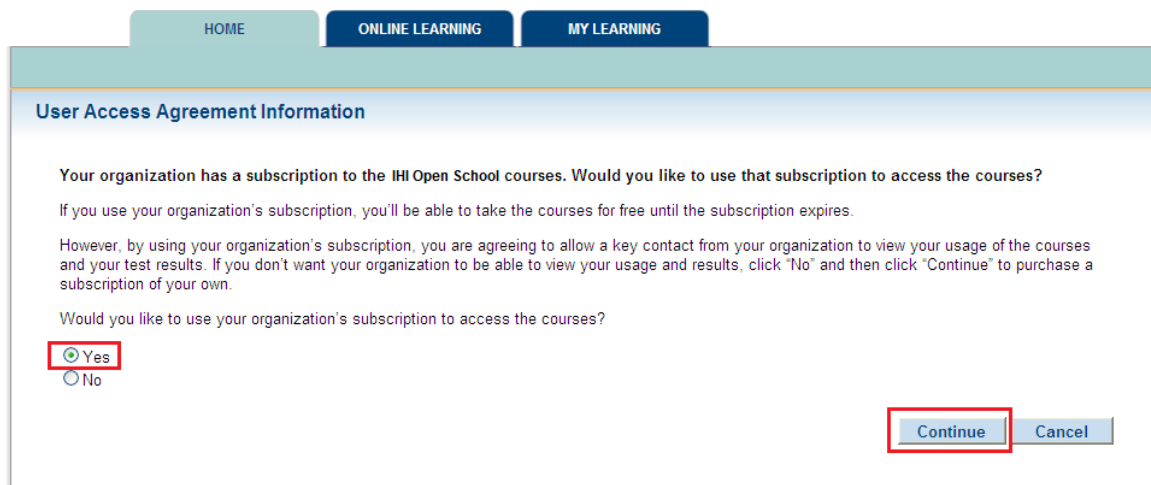
Course Catalog Search Catalog

Patient Safety

PS 105: Communicating with Patients after Adverse Events

- Lesson 1: The Importance of Communication When Things Go Wrong
- Lesson 2: Responding to an Adverse Event: A Step-by-Step Approach
- Lesson 3: The Impact of Adverse Events on Caregivers: The Second Victim
- Lesson 4: The Apology
- Lesson 5: To Communicate or Not to Communicate

- The next screen will describe the lesson you have selected. Click the *Begin Lesson* link.
- You will be prompted to opt-in to Tennessee Hospital Association's subscription. Select *yes* and click *continue*.



HOME ONLINE LEARNING MY LEARNING

User Access Agreement Information

Your organization has a subscription to the IHI Open School courses. Would you like to use that subscription to access the courses?

If you use your organization's subscription, you'll be able to take the courses for free until the subscription expires.

However, by using your organization's subscription, you are agreeing to allow a key contact from your organization to view your usage of the courses and your test results. If you don't want your organization to be able to view your usage and results, click "No" and then click "Continue" to purchase a subscription of your own.

Would you like to use your organization's subscription to access the courses?

Yes

No

Continue Cancel

You will now be sent to the beginning of your lesson. Enjoy!