

Certificate of Completion

IHI OPEN SCHOOL: BASIC CERTIFICATE IN QUALITY & SAFETY

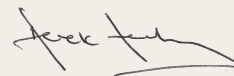
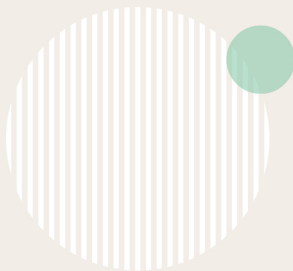
This certificate is awarded to

Cassandra Bertrand

In recognition of successful completion of the basic curriculum comprising 18 hours of online learning in the areas of

IMPROVEMENT CAPABILITY, PATIENT SAFETY, LEADERSHIP,
PERSON- AND FAMILY-CENTERED CARE, AND TRIPLE AIM FOR
POPULATIONS

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. The activity was designated for 18.00 hours of AMA PRA category 1 credit.



Derek Feeley
President and CEO
Institute for Healthcare Improvement