

**GENERAL SERVICES ADMINISTRATION**  
**Federal Acquisition Service**  
**Authorized Federal Supply Schedule FSS Price List**

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA Advantage!®. The website for GSA Advantage!® is: <https://www.GSAAdvantage.gov>

<b>Schedule Number:</b>	MAS
<b>Schedule Name:</b>	Multiple Award Schedule
<b>Large Category:</b>	Professional Service
<b>Subcategory:</b>	Business Administrative Services Training
<b>Special Item Number:</b>	541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services 611430 Professional and Management Development Training OLM Order Level Materials
<b>FSC/PCS Codes:</b>	R408 Program Management/Support Services R704 Auditing Services

**INSTITUTE FOR HEALTHCARE IMPROVEMENT**  
**53 State ST FL 18**  
**Boston, MA 02109**  
**<http://www.ihl.org>**

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**Large Business**

**GSA Contract Number**  
**GS-02F-0076Y**

**Pricelist current through Modification PA-0066, Dated 20 March 2025**  
**Contract Period: February 9, 2012 through February 8, 2027**

For more information on ordering on ordering go to the following website: <https://www.gsa.gov/schedules>.

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## CUSTOMER INFORMATION

1. Awarded special item numbers:

SIN	Participating Program	SIN Description
541611	541611/RC (Disaster Recovery)	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
611430	611430RC (Disaster Recovery)	Professional and Management Development Training
OLM	OLM RC (Disaster Recovery) OLM STL/LOC (Cooperative Purchasing)	Order Level Materials

2. Maximum Order - **\$1,000,000**
3. Minimum Order - **\$100**
4. Geographic coverage - **48 Contiguous States, Alaska, Hawaii, Puerto Rico and territories.**
5. Point(s) of production - **Same as contractor's address**
6. Discount from list prices or statement of net price - **Net prices are shown below**
7. Quantity discounts - **None**
8. Prompt payment terms - **None**
9. Foreign items: **Not Applicable**
10. a) Time of delivery: **TBD at Task order Level**
- b) Expedited Delivery: **TBD at Task order Level**
- c) Overnight and 2-day Delivery: **TBD at Task order Level**
11. F.O.B. point - **Destination**
12. a) Ordering Address:  
**53 State ST FL 18**  
**Boston, MA 02109**
- b) Ordering procedures - For more information on ordering on ordering go to the following website: <https://www.gsa.gov/schedules>.

13. Payment address:  
**53 State ST FL 18  
Boston, MA 02109**
14. Warranty provision - **Not Applicable**
15. Export packing charges - **Not Applicable**
16. Terms and conditions of rental, maintenance, and repair - **Not Applicable**
17. Terms and conditions of installation - **Not Applicable**
18. a) Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices - **Not Applicable**  
b) Terms and conditions for any other services - **Not Applicable**
19. List of service and distribution points - **Not Applicable**
20. List of participating dealers - **Not Applicable**
21. Preventive maintenance - **Not Applicable**
22. a) Special attributes such as environmental attributes - **Not Applicable**  
b) If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractors web site or other location. The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/) - **Not Applicable**
23. Unique Entity Identifier (UEI) Number: **PS3BDH82B6N1**
24. Contractor is **registered** in SAM.Gov

**LABOR CATEGORY RATES  
SIN 541611 / 541611 RC**

SIN	Labor Category	YEAR 14: Feb 9, 2025 - Feb 8, 2026	YEAR 15: Feb 9, 2026 - Feb 8, 2027
		GSA PRICE + IFF	GSA PRICE + IFF
541611	Principal Consultant	\$725.35	\$745.95
541611	Executive Consultant	\$533.49	\$548.64
541611	Senior Consultant	\$328.25	\$337.57
541611	Executive Program Lead	\$280.86	\$288.84
541611	Program Director Level 1	\$248.73	\$255.79
541611	Program Director Level 2	\$207.35	\$213.23
541611	Program Manager Level 1	\$127.95	\$131.59
541611	Program Manager Level 2	\$88.88	\$91.41
541611	Senior Quality and Systems Improvement Consultant	\$769.63	\$791.49
541611	Quality and Systems Improvement Consultant Level 2	\$700.97	\$720.88
541611	Quality and Systems Improvement Consultant Level 3	\$360.24	\$370.47
541611	Senior Subject Matter Expert	\$835.12	\$858.84
541611	Subject Matter Expert Level 2	\$409.36	\$420.99
541611	Subject Matter Expert Level 3	\$278.39	\$286.30

**LABOR CATEGORY DESCRIPTIONS**  
**SIN 541611 / 541611 RC**

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Principal Consultant</b>	20+ years professional experience 10+ years as senior organizational executive	<ul style="list-style-type: none"> <li>• Provides strategic insight based on deep industry experience to assist clients in identifying quality improvement aims and mobilizing organizational resources to improve.</li> <li>• Forms deep relationships with senior executives within customer organizations, focused on strategic aims and project results.</li> <li>• Assists senior organizational leaders to engage their governing boards in the active pursuit of system improvement</li> <li>• Understands the policy and regulatory challenges faced by health executives and brings insight to how best to succeed given the regulatory environment</li> <li>• Assists senior organizational leaders to identify and engage with key stakeholders and allies within their community</li> <li>• Develops strategic partnerships, innovate new models of care, and develop and spread new definitions of patient safety</li> <li>• Regarded as a thought and opinion leaders in the industry</li> </ul>	Bachelor's degree required. Advanced degree or clinical qualification required
<b>Executive Consultant</b>	15+ years' experience in clinical practice. 10+ years' experience in senior health care leadership.	<ul style="list-style-type: none"> <li>• Offers significant industry and professional experience based on prior clinical or executive leadership roles.</li> <li>• Track record of creating breakthrough learning and improvement results within customer organizations</li> <li>• Forms deep relationships with senior executives within customer organizations, focused on strategic aims and project results.</li> <li>• Assigned to a client provide strategic guidance to project teams and external strategic partners</li> <li>• Provides senior level guidance and thought leadership including subject matter expertise</li> </ul>	Bachelor's degree required. Clinical qualification required.

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Senior Consultant</b>	10-15 years' clinical or functional experience; 8 years' experience in organizational leadership	<ul style="list-style-type: none"> <li>• Designs and oversees large-scale results-oriented improvement initiatives in such areas as patient safety, population health, value-based care, person-centered care, care quality and reliability, and system-level quality strategies.</li> <li>• Creates value by forming a long term strategic relationship with senior level and day-to-day leaders within the organization, beyond the day-to-day project activity</li> <li>• Brings technical and change management expertise to the successful accomplishment of large-scale improvement</li> <li>• Provides access to IHI thought leaders in various disciplines. Arranges connection with IHI faculties and other industry respected experts.</li> <li>• Develops and tests innovative designs in patient care</li> <li>• Develops strategies for dissemination of results and system-wide scale-up</li> </ul>	Bachelor's degree required. Master's degree or clinical qualification required.
<b>Executive Program Lead</b>	10 years' experience in health care or related field	<ul style="list-style-type: none"> <li>• Understands and shapes the client's strategy for change and improvement.</li> <li>• Assists senior leadership teams in mobilizing around ambitious system improvement goals.</li> <li>• Helps articulate a portfolio of mutually supportive activities that will results in meaningful and sustainable performance improvement such as :               <ol style="list-style-type: none"> <li>1. Innovation-focused initiatives</li> <li>2. Results-focused improvement initiatives</li> <li>3. Capability-building strategies to enhance staff skills and readiness to improve.</li> </ol> </li> <li>• Assists with problem-solving and mid-course corrections when necessary</li> <li>• Brings competence in improvement methods and the science of improvement to the work, and coaches client leaders to master and apply these methods</li> </ul>	Bachelor's degree required. Master's degree or clinical qualification required

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Program Director – Level 1</b>	10 years in related field	<ul style="list-style-type: none"> <li>• Lead the project team toward accomplishing project goals</li> <li>• Drive the content and operations of improvement projects</li> <li>• Provide reliable communication with the IHI team and customers, including providing coaching and guidance</li> <li>• Maintain and update content areas on ihi.org</li> <li>• Ensure that content is developed and delivered to maximize customer results</li> <li>• Orient project Faculty and managing their work related to the content area</li> <li>• Serve as an improvement coach for customers</li> <li>• Lead and facilitate conference calls with customers</li> <li>• Facilitate hands-on activities at learning sessions and/or meetings</li> <li>• Review and analyze reports and data</li> <li>• Write and edit articles for internal and external publication with Faculty as assigned</li> <li>• Speak to outside organizations about topics as assigned</li> <li>• Along with the Project Manager, support the project timeline and budgeting goals</li> <li>• Develop ongoing relationship with customer contacts and sponsors</li> <li>• Manage faculty relationships and serve as liaison between faculty and IHI</li> <li>• Identify opportunities for improvement and new content for development</li> </ul>	Bachelor's degree required. Advanced degree or clinical qualification required.
<b>Program Director – Level 2</b>	7 years in related field	<ul style="list-style-type: none"> <li>• Lead the project team toward accomplishing project goals</li> <li>• Drive the content and operations of improvement projects</li> <li>• Provide reliable communication with the IHI team and customers, including providing coaching and guidance</li> <li>• Maintain and update content areas on ihi.org</li> <li>• Ensure that content is developed and delivered to maximize customer results</li> <li>• Orient project Faculty and managing their work related to the content area</li> <li>• Serve as an improvement coach for customers</li> <li>• Lead and facilitate conference calls with customers</li> </ul>	Bachelor's degree required. Advanced degree or clinical qualification preferred.



Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
		<ul style="list-style-type: none"> <li>Facilitate hands-on activities at learning sessions and/or meetings</li> <li>Review and analyze reports and data</li> <li>Write and edit articles for internal and external publication with Faculty as assigned</li> <li>Speak to outside organizations about topics as assigned</li> <li>Along with the Project Manager, support the project timeline and budgeting goals</li> <li>Develop ongoing relationship with customer contacts and sponsors</li> <li>Manage faculty relationships and serve as liaison between faculty and IHI</li> <li>Identify opportunities for improvement and new content for development</li> </ul>	
<b>Program Manager - Level 1</b>	5 years in related field	<ul style="list-style-type: none"> <li>Manage and design program timelines and activities, including meetings, teleconferences, web seminars</li> <li>With faculty and other project staff, design and revise content offerings and supporting materials</li> <li>Ensure project deliverables are met by project team and are consistent with IHI's quality standards</li> <li>Establish and manage project budget and provide reports to IHI management</li> <li>Act as key liaison/communication link between project team (directors, faculty, improvement advisors, IHI staff), IHI Management, and customers</li> <li>Develop and foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships</li> <li>Act as "steward of improvement:" use established processes and communicate improvement ideas to all relevant parties. Use quality improvement tools to continuously improve all processes.</li> <li>Manage faculty contracting when appropriate</li> </ul>	Bachelor's degree required. Master's degree preferred.
<b>Program Manager - Level 2</b>	3 years in related field	<ul style="list-style-type: none"> <li>Manage program timelines and activities, including meetings, teleconferences, web seminars</li> <li>With faculty and other project staff, design and revise content offerings and supporting materials</li> <li>Ensure project deliverables are met by project team and are consistent with IHI's quality standards</li> </ul>	Bachelor's degree required. Master's degree preferred.

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
		<ul style="list-style-type: none"> <li>• Establish and manage project budget and provide reports to IHI management</li> <li>• Act as key liaison/communication link between project team (directors, faculty, improvement advisors, IHI staff), IHI Management, and customers</li> <li>• Foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships</li> <li>• Act as “steward of improvement:” use established processes and communicate improvement ideas to all relevant parties. Use quality improvement tools to continuously improve all processes.</li> <li>• Schedule and assist all Project Team progress meetings, pulling in specialists (Registration, Finance, IT, etc.) as necessary</li> <li>• Manage faculty contracting when appropriate</li> </ul>	
<b>Senior Quality and Systems Improvement Consultant</b>	15+ years’ experience applying the science of improvement	<ul style="list-style-type: none"> <li>• Brings rigorous scientific improvement methods to bear on large scale system challenges, such as safety, clinical reliability, population health management, optimizing the value of clinical services.</li> <li>• Assists organizations chart an improvement strategy through articulation of breakthrough aims, development of meaningful data and measurement for improvement, and identification and testing of change concepts of theories that will lead to system improvement</li> <li>• Builds the capability of senior client teams to lead improvement initiatives effectively, and manage a portfolio of improvement initiatives.</li> <li>• Works with integrated systems, hospitals, and medical practices to accelerate the improvement of quality and the reduction of costs in clinical and administrative services</li> <li>• Conducts research and assessment processes to uncover customer needs that are not discoverable by traditional focus groups, surveys or questionnaires</li> <li>• Works with customers to implement quality improvement techniques and systems</li> <li>• Participates in design reviews evaluating the work of others on the team. Offer honest and</li> </ul>	Bachelor’s degree required. Doctoral degree in statistics or related discipline required.

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
		<p>useful critique to provide the client with multiple perspectives on key issues</p> <ul style="list-style-type: none"> <li>As practical, works closely with the client and includes client in research, synthesis, idea generation and concept presentation</li> </ul>	
<b>Quality and Systems Improvement Consultant Level 2</b>	15 years in related field	<ul style="list-style-type: none"> <li>Statistician with specific expertise in quality improvement in health care.</li> <li>Leads the design of results-oriented improvement initiatives for success including:               <ol style="list-style-type: none"> <li>Establish aims</li> <li>Develop measures for improvement (process, outcome, and balancing measures)</li> <li>Articulate content theory—what changes will lead to improvement.</li> <li>Develop implementation theory—what resources and processes will bring about the desired changes</li> <li>Plan for spread and dissemination of successful change.</li> </ol> </li> <li>Work with customers to implement quality improvement techniques and systems</li> <li>Leads feedback and review sessions with IHI</li> <li>Participates in design reviews evaluating the work of others on the team. Offers honest and useful critique to provide the client with multiple perspectives on key issues</li> <li>As practical, works closely with the client and include client in research, synthesis, idea generation and concept presentation</li> </ul>	Bachelor's degree required. Master's degree in statistics or related discipline required.
<b>Quality and Systems Improvement Consultant Level 3</b>	10 years in related field	<ul style="list-style-type: none"> <li>Work with customers to implement quality improvement techniques and systems</li> <li>Contributes to the design of results-oriented improvement initiatives for success including:               <ul style="list-style-type: none"> <li>Establish aims</li> <li>Develop measures for improvement (process, outcome, and balancing</li> </ul> </li> </ul>	Bachelor's degree required. Master's degree in statistics or related discipline required.

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
		<p>measures)</p> <ul style="list-style-type: none"> <li>• Articulate content theory—what changes will lead to improvement.</li> <li>• Develop implementation theory—what resources and processes will bring about the desired changes</li> <li>• Plan for spread and dissemination of successful change.</li> <li>• Leads feedback and review sessions with IHI</li> <li>• Participates in design reviews evaluating the work of others on the team. Offers honest and useful critique to provide the client with multiple perspectives on key issues. As practical, works closely with the client and include client in research, synthesis, idea generation and concept presentation</li> </ul>	
<b>Senior Subject Matter Expert</b>	20 years in related field	<ul style="list-style-type: none"> <li>• Brings specific clinical, functional, or quality improvement content and knowledge expertise to improvement initiatives in health care.</li> <li>• Focuses on quality improvement, leadership development, and innovative solution design for the improvement of health care quality.</li> <li>• Oversees research and development initiatives where project requires innovation around new solutions.</li> <li>• Brings real-world experience in achieving meaningful and lasting performance improvement in relevant health care settings.</li> <li>• Focuses on a range of performance challenges including safety, reliability, access, population health management, value-based care designs, care transitions/reducing readmissions, person and family centered care.</li> <li>• Works with customers to define the criteria for a successful solution, focused on results</li> <li>• Uses the most current techniques that create insights into customer actions, thoughts and behaviors</li> <li>• Presents concepts relevant to the quality and business strategies of our customers</li> </ul>	Bachelor's degree required. Masters' or doctoral degree, or clinical qualification required.

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Subject Matter Expert Level 2</b>	15 years in related field	<ul style="list-style-type: none"> <li>• Specific content and knowledge expertise</li> <li>• Work with customers to define the criteria for a successful solution, focused on results</li> <li>• Use the most current techniques that create insights into customer actions, thoughts and behaviors.</li> <li>• Present concepts to illustrate business initiatives and strategies</li> <li>• Focused on developing methods and assisting organizations in accelerating their rate of improvement, including the spread of new ideas</li> <li>• Lead feedback and review sessions with the IHI</li> <li>• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the customers with multiple perspectives on key issues</li> <li>• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation</li> <li>• Provide key input to proposals so the client has a clearly defined path forward</li> </ul>	Bachelor's degree required. Masters' or doctoral degree, or clinical qualification required.
<b>Subject Matter Expert Level 3</b>	10 years in related field	<p>Work with customers to define the criteria for a successful solution, focused on results</p> <ul style="list-style-type: none"> <li>• Use the most current techniques that create insights into customer actions, thoughts and behaviors</li> <li>• Present concepts to illustrate business initiatives and strategies</li> <li>• Lead feedback and review sessions with the IHI</li> <li>• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the customers with multiple perspectives on key issues</li> <li>• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation</li> <li>• Provide key input to proposals so the client has a clearly defined path forward</li> </ul>	Bachelor's degree required. Masters' or doctoral degree, or clinical qualification required.

**TRAINING SERVICES RATES AND DESCRIPTIONS**  
**SIN 611430 / 611430 RC**

<b>SIN</b>	<b>Course Title</b>	<b>CourseLength</b>	<b>Minimum Participants</b>	<b>Maximum Participants</b>	<b>GSA Price Per Person Including IFF</b>
611430	Improvement Advisor Professional Development Program (IA)	10 Months	1	30	\$13602.02
611430	The Breakthrough Series College (BTS)	6 weeks (4 live online sessions, 2 in-person sessions, and self-paced activities)	1	40	\$4198.33
611430	IHI Forum (VIRTUAL)	2 Days - virtual general conference	1	No Limit	\$641.81
611430	Patient Safety Executive Development Program (PSE) Blended Program (PSE 0922)	9.5 days (7 days virtual and 2.5 days in-person)	1	120	\$9206.55
611430	IHI Forum (FRM25)	2 days General Conference Only	1	No Limit	\$1365.86
611430	Patient Safety Congress	2 Days (General Conference Days only)	1	40	\$1007.56

\*Minimum Participants are based on attending one of IHI's Public events and not a separate GSA event.

Course Title	Course Length	Minimum Participants	Maximum Participants*	Description
<b>Improvement Advisor Professional Development Program (IA)</b>	10 Months	1	30	<p>The curriculum of this 10-month program is built around both theory and practical skills applied to the participants' improvement projects. It is the combination of theory applied to daily work that makes the Improvement Advisor Professional Development Program unique and provides a foundation for making improvements long after the program is completed. Topic areas include:</p> <ul style="list-style-type: none"> <li>- The Science of Improvement</li> <li>- The Model of Improvement</li> <li>- Scoping Improvement Efforts</li> <li>- Understanding Systems and Processes</li> <li>- Focus on Data for Improvement</li> <li>- Understanding Relationships</li> <li>- Gathering Information</li> <li>- Developing Powerful Ideas for Change</li> <li>- Testing, Implementing, and Spreading Changes</li> <li>- Decision Making</li> <li>- Collaboration and Teamwork</li> <li>- Planned Experimentation</li> </ul>
<b>The Breakthrough Series College (BTS)</b>	6 weeks (4 live online sessions, 2 in-person sessions, and self-paced activities)	1	40	<p>The Breakthrough Series (BTS) College, created by IHI is a powerful program designed to help you adapt proven methods to spread outstanding improvements across your organization using the Collaborative methodology. In fact, you can gain the insights and strategies you need to prepare for Collaborative start-up — within six months.</p> <p>After the College, you will be able to:</p> <ul style="list-style-type: none"> <li>- Operate a successful Collaborative improvement project</li> <li>- Increase your ability to teach and use the Model for Improvement, an improvement strategy used in the Breakthrough Series (BTS)</li> </ul> <p>Over the two decades that this program has been offered, it has helped health care, social services, education, public health, and other types of organizations make profound and lasting changes that have been spread throughout organizations, across systems, through cities and towns, and even among countries.</p>
<b>IHI Forum (VIRTUAL)</b>	2 Days – virtual general conference	1	No Limit	<p>IHI Forum Tracks:</p> <ul style="list-style-type: none"> <li>- Improvement Science</li> <li>- Equity</li> <li>- Building Improvement Capability</li> <li>- Leadership</li> <li>- Workforce and Patient Safety</li> <li>- Addressing Value, Cost, and Quality</li> <li>- Joy and Well-Being at Work</li> <li>- Person-Centered Care</li> <li>- Population Health</li> </ul>

Course Title	Course Length	Minimum Participants	Maximum Participants*	Description
<b>Patient Safety Executive Development Program (PSE) Blended Program (PSE 0922)</b>	9.5 days (7 days virtual and 2.5 days in-person)	1	120	<p>IHI's Patient Safety Executive Development Program will help provide clarity and direction to health care organizations on the key strategic, clinical, and operational components involved in achieving safe and reliable operational excellence — a “system of safety.” In this 7.5-day program you will learn how to:</p> <ul style="list-style-type: none"> <li>- Assess your organization and/or area of responsibility's culture of safety</li> <li>- Design a strategic patient safety plan tailored to your area of responsibility</li> <li>- Implement proven changes that improve the culture of safety throughout your organization/area of responsibility</li> </ul> <p>Learnings from this program have been applied in many settings — in acute care, ambulatory care, home care, long-term care, in the community, in the military, and more. Additionally, alumni of this program join a global network of 3,000+ other alumni of the program, who have applied strategies they learned in a variety of health care settings.</p>
<b>IHI Forum (FRM25)</b>	2 days General Conference Only	1	No Limit	<p>IHI Forum Tracks:</p> <ul style="list-style-type: none"> <li>- Improvement Science</li> <li>- Equity</li> <li>- Building Improvement Capability</li> <li>- Leadership</li> <li>- Workforce and Patient Safety</li> <li>- Addressing Value, Cost, and Quality</li> <li>- Joy and Well-Being at Work</li> <li>- Person-Centered Care</li> <li>-Population Health</li> </ul>
<b>Patient Safety Congress</b>	2 Days (General Conference Days only)	1	40	<p>The Institute for Healthcare Improvement (IHI) Patient Safety Congress, a 2 day (2 General conference Days) brings together people who are passionate about ensuring safe, equitable care for all. Enrollment in the general conference only (pre-conference day is not included in GSA offering).</p> <p>This must-attend event is for those who continue to shape smarter, safer care for patients wherever it's provided – from the hospital and outpatient settings to the home.</p> <p>Attendees can expect actionable learning through workshops that offer pragmatic, real-world insights for you to take home and implement in your organization. This event showcases inspiring speakers that will engage attendees with their visions for safer care that transcends care settings. The Congress also offers the opportunity to make meaningful connections with smart, curious people who improve safety throughout the world and networking events will give you the opportunity to connect with like-minded professionals and relax after a day of learning.</p>