



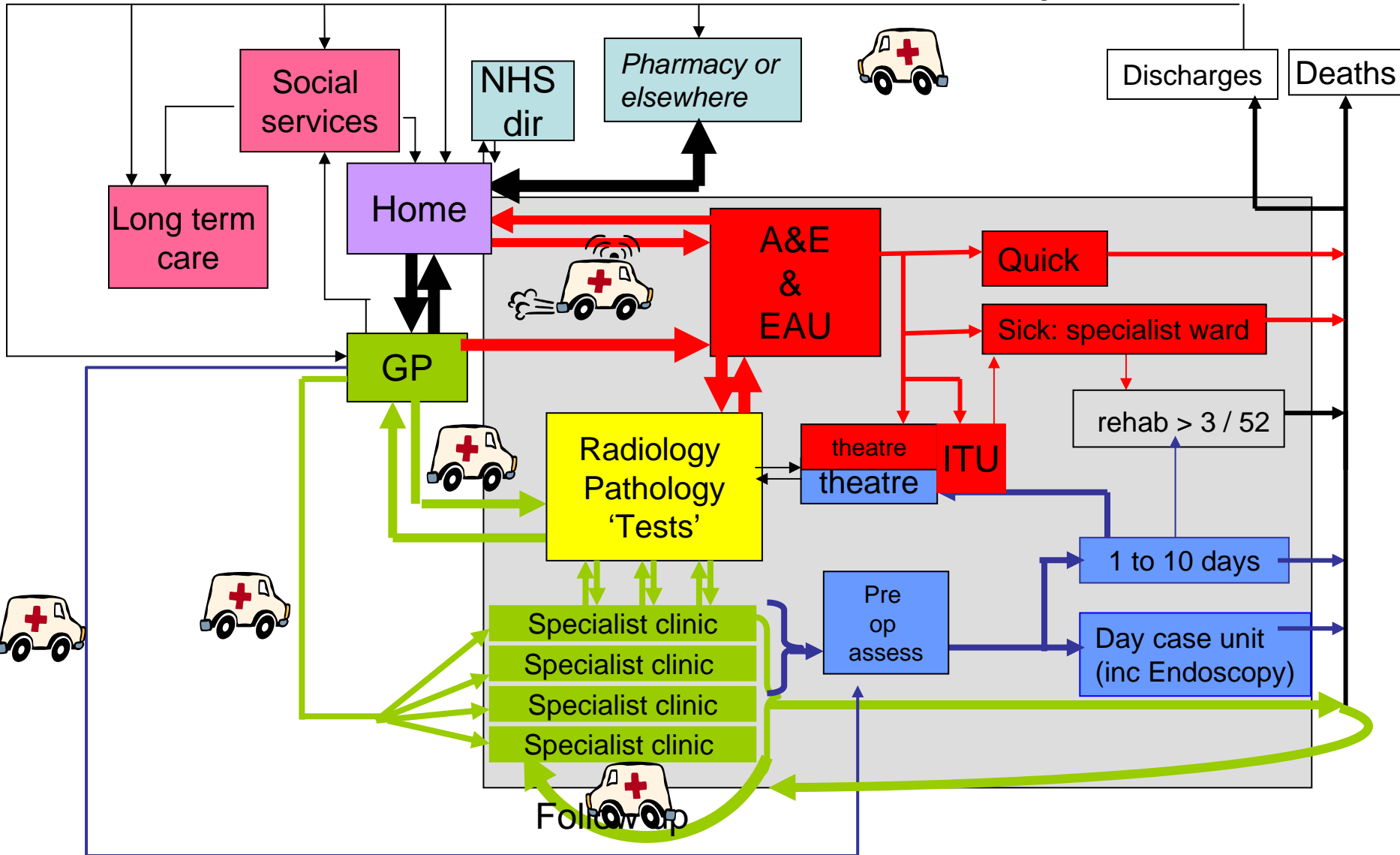
# Flows in a Healthcare System

Kate Silvester BSc MBA FRCOphth,  
NHS

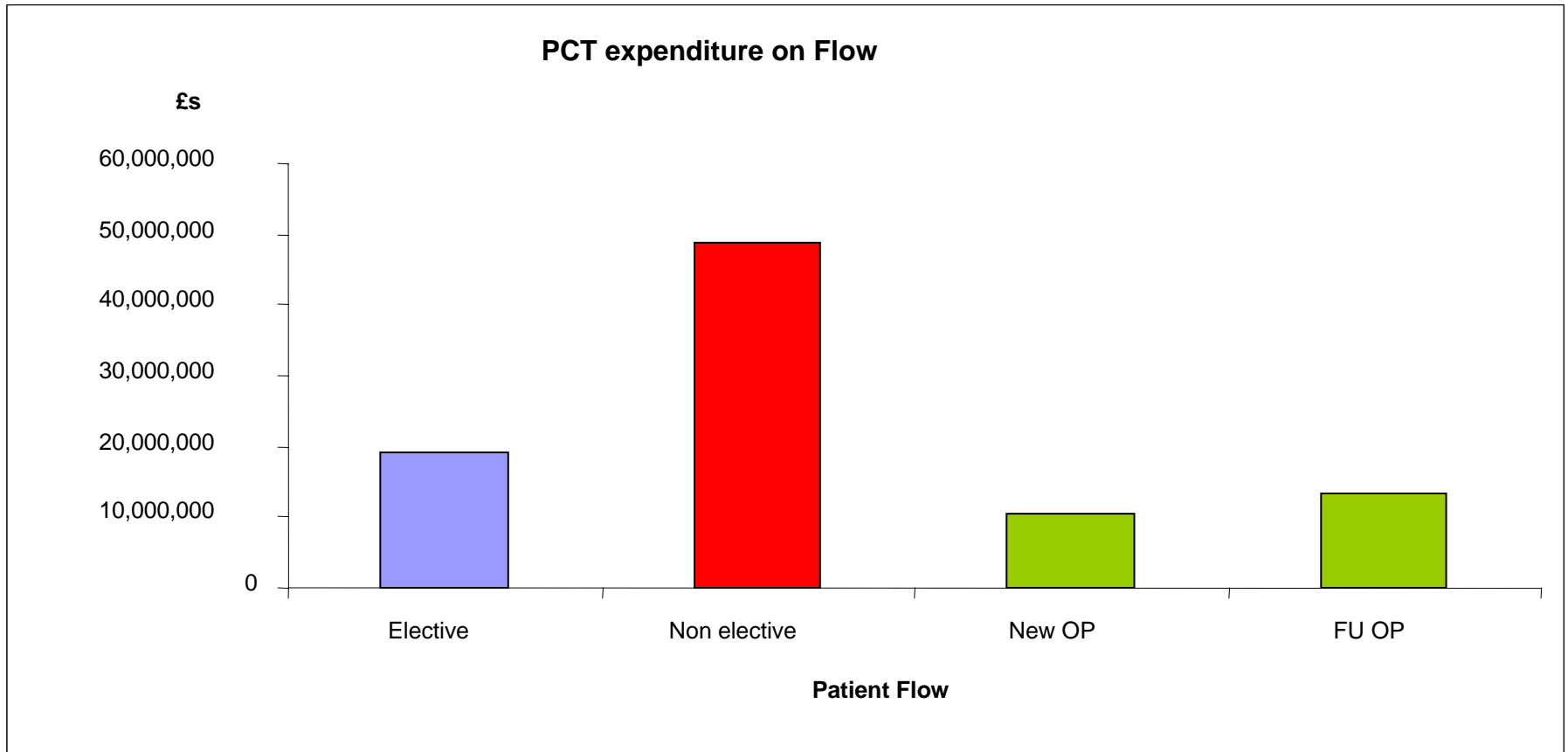
Coach to Osprey Programme

Lean Healthcare Forum 2<sup>nd</sup> October 2006

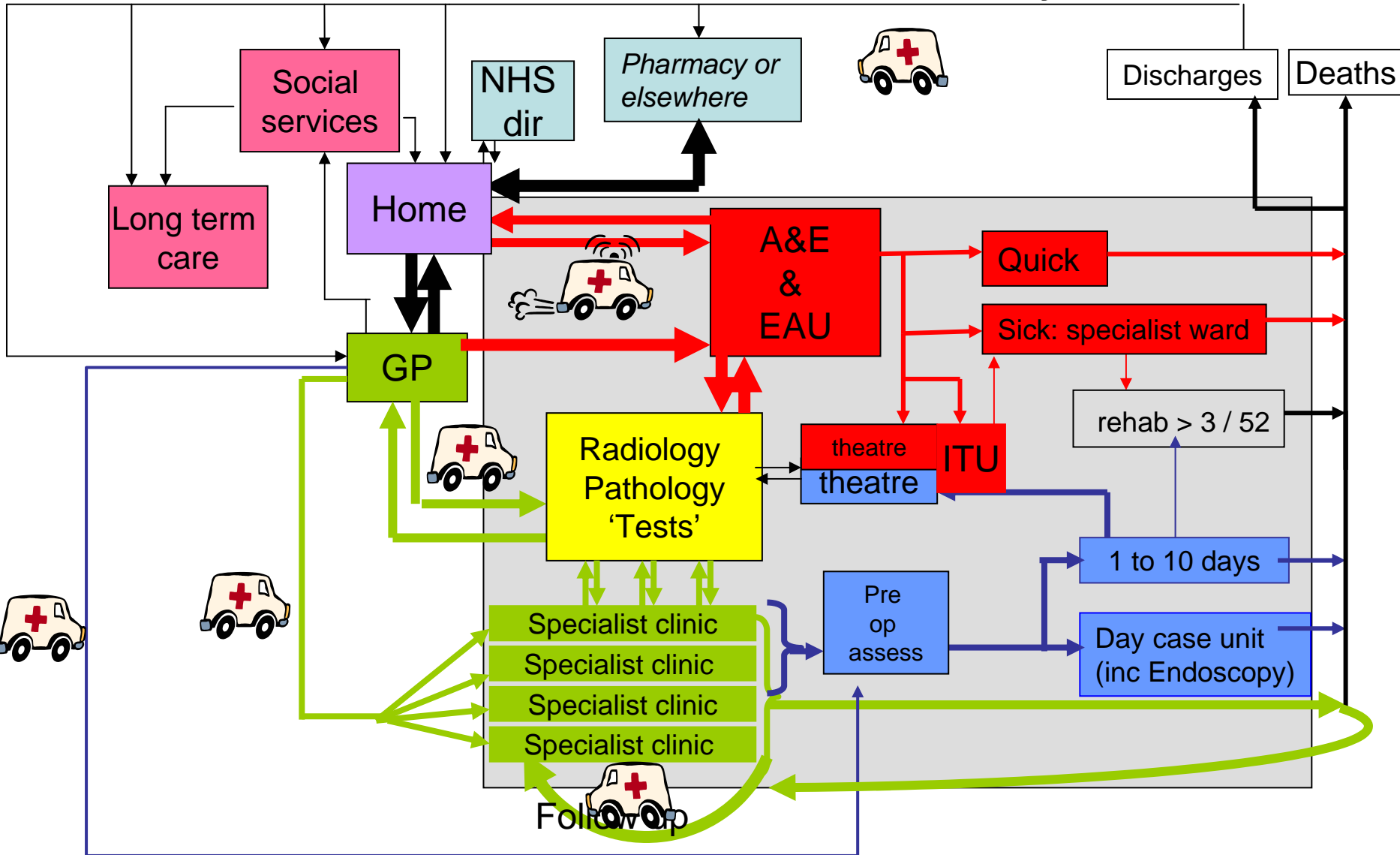
# Flows in a Healthcare System



# PCT Spend by Flow (through Hospital)



# Flows in a Healthcare System



# Guide to Workshops

<p>AM</p> <p>11. 30</p> <p>1 p.m.</p>	<p><b>‘Primary care’</b></p> <p>What has been happening in 1’ care?</p> <p>How lean thinkers look at 1’care</p>	<p><b>Hospitals’</b></p> <p><b>Mayday</b></p> <p><b>King’s</b></p>	<p><b>‘Expert’ group</b></p> <p><b>Technical stuff</b></p> <ul style="list-style-type: none"> <li>•Value streams</li> <li>•Understanding demand</li> <li>•Designing flows</li> <li>•Controlling variation</li> </ul>
<p>PM</p> <p>1.45</p> <p>3.15</p>	<p><b>Diabetes process</b></p> <p>Tackling ‘failure demand’ in emergency care</p>	<p><b>Gwent</b></p> <p><b>Pathology</b></p>	<p><b>Managing human dimensions of change</b></p> <ul style="list-style-type: none"> <li>•Cultural change</li> <li>•Engaging key players</li> </ul>