

Making Hospitals Work

📅 To be confirmed

📍 Lean Enterprise Academy, Ross on Wye, UK or at Your Workplace

Introduction

Clinicians use the scientific method to diagnose and treat patients – which is the foundation of evidence based medicine. This workshop will show how we can use the same scientific method to diagnose to the root causes of broken healthcare systems and using evidence based management come up with the appropriate countermeasures to improve the patient experience, relieve the overburden on hospital staff and treat more patients while saving hospitals' resources. It will show how to map the core end-to-end patient journeys and the critical support processes through your hospital and will go through our learning about how lean thinking has to be adapted to a healthcare environment. Finally it will discuss the role of the value stream manager in implementing change across the hospital.



Objectives

This workshop will help hospital management teams to answer the following questions: -

- What are the biggest problems in your hospital?
- Do most of your patients go through similar diagnosis and treatment steps?
- How long does the end-to-end patient journey take - and how long could it take?
- What is the demand to get into your hospital – and how long do patients have to wait?
- How could you eliminate most of the waiting time within and between departments in your hospital?
- What is the demand to get out of your hospital – and how many patients are ready to go or are in the wrong beds?
- How could these activities be managed visually to track progress and to respond to problems and delays?
- Who will take responsibility for transforming the end-to-end patient journeys through your hospital?

Workshop Benefits

Through instruction, small group discussions and exercises, the workshop will show the participants how to: -

- Funnel their organizations' many problems down to their single biggest problem
- Discover their current condition
- Set their target condition
- Establish the root causes of their single biggest problem
- Think differently to enable them to come up with and implement their own, carefully planned, successful solutions to their organizations' biggest problem

Who Should Attend?

You will benefit most from this workshop if you are a healthcare executive, physician, nurse, allied health, environmental services or other healthcare administrator who wants to move your organization to become a safer, more effective and efficient provider of patient care.

Related Books

- [Making Hospitals Work](#)

Notes

- **Attendance** - 1 Day Course
- **Class size** - Maximum 12 people per day
- **Timings** - Each day will run from 09:00 - 17:00
- **Cost** - £395.00 (Consultant Rate £450)* per delegate per day with a 15% discount when 2 or more people from the same organisation attend
- **Materials** - A PDF copy of the materials will be available via the Lean Enterprise Academy website. Participants will also receive a copy of Making Hospitals Work by Marc Baker and Ian Taylor
- **Facilities**** - Refreshments and lunches will be provided by LEA

* Please note prices exclude VAT at the standard rate of 20%

** We are situated in a listed building which unfortunately does not have disabled access. On occasions where disabled access is required we will move the workshops to a local hotel in Ross on Wye.

We can also run these workshops in-house at your convenience, if you would like to explore this option please contact us at events@leanuk.org or call +44 (0)1600 890590

Follow up (optional):

LEA provides an ongoing coaching and mentoring service for organisations involved in making Lean transformations. A3s developed by the organisation can be reviewed at 30/60/90 day intervals. This provides the organisation with help and direction in sustaining the learning from the workshop process and helps highlight further learning opportunities that can be pulled, as and when required, by the organisation.

Book online at www.leanuk.org

The lessons learnt during this workshop fit within the Process Improvement element of the Lean Transformation Framework