

Pre-Summit Workshops

Tuesday, 24 March 2009

Brisbane Convention & Exhibition Centre and Rydges South Bank

In association with the 5th Redesigning Health Care Summit, the Australasian Lean Health Care Network will be hosting three full-day workshops and two half-day workshops on Tuesday, 24th March 2009. These workshops will be limited to 30 participants to facilitate interaction & maximise hands-on learning.

Workshop 1

Problem Solving and A3 for Healthcare

David Meier, *Lean Enterprise Institute*

Overview:

In this workshop David Meier will outline the process used by Toyota that guides their thinking and improvement activities. This process is greatly applicable to the issues facing healthcare practitioners and organisations today. While the problem solving process appears simplistic, the true challenge is in guiding and facilitating work teams and helping them to maintain focus and to stay on track. The issues in healthcare are unique in that they typically involve cross-functional areas of the organization, and require an ability to guide interdisciplinary teams of people.

In the workshop David will show how the first decision of identifying the problem clearly and concisely is the key to maintaining focus, and in achieving overall success. David will provide practical advice on how to avoid the most common mistakes, and how to achieve maximum results with minimal time and cost.

Target Audience:

The workshop is for Lean practitioners, senior clinicians and healthcare leaders who would like to increase their learning about this powerful A3 problem solving process and its application to leadership, based on the Toyota model.

Learning Outcomes:

- Learn how to properly identify the problem and understand the relationships between the problem, its' causes, and how the problem impacts other areas of the organization.
- Learn how to use an A3 problem report format to "tell the story" of the problem and to guide and structure the problem solving activity.
- Learn how to facilitate the problem solving activity and how to avoid the most common mistakes.

Other Information:

- Please come prepared with specific information related to a problem you are facing and would like to use as a case study.
- As you are developing your skills as a problem solving facilitator (which is about 90% of the process!) it is advisable to practice on a less complex problem- perhaps one that involves people from one work area only. This is more manageable for learning purposes.
- To aid in facilitating this workshop some participants may join with other people to work on a common problem.

Date: Tuesday, 24 March 2009

Time: 09:00 – 16:00

Venue: Brisbane Convention & Exhibition Centre

Workshop 2

Redesigning Nursing Work

Flinders Medical Centre Nursing Works Team

Overview:

This workshop will provide participants with an applied knowledge of the approach used by Flinders Medical Centre to undertake nursing redesign. This program of work commenced in June 2007 and has delivered increased nursing time at the bedside, reduced adverse events and increased time to focus on value added nursing work.

Target Audience:

The workshop is suitable for nurses from clinical, management or leadership roles. Although the major focus of this program is the wards, the methodology can be applied to any area of clinical nursing.

Learning Outcomes:

- An understanding of the application of Lean Thinking to nursing redesign.
- An applied understanding of the diagnostic methodology to determine and analyse the current state of nursing work.
- An understanding of the Flinders Medical Centre Model Line & Nursing Works module methodology.
- An understanding of the Lean Thinking tools utilised to support redesign.
- An appreciation of the opportunities and challenges in creating and sustaining wide hospital & system change in nursing work.

Other Information:

Participants would benefit from attending this workshop in at least a nursing team from their own organisation (2-3 participants).

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Workshop 3

Experience Based Co-design - Why do it? How to do it?

NSW Health – Health Services Performance Improvement Branch,
Patient and Carer Experience Team

Overview:

This workshop will provide participants with an applied knowledge of Experience Based Codesign: an approach to understanding and improving patient, carer and staff experience of a health service.

Target Audience:

The workshop is suitable for those who are interested in facilitating an experience-based codesign program in their health service, and for senior managers who would like to support such a program.

The workshop will address WHO EBCD is for, WHAT is in it, and HOW you use it.

At the workshop you will learn about the style of support necessary to EBCD's success - not "make it happen" or "let it happen" but "help it happen".

Learning Outcomes:

- Understand what is different about Experience Based Codesign
- Be able to describe the Experience Based Codesign intervention
- Appreciate the benefits of the EBCD approach
- Hear answers to frequently asked questions about EBCD
- Learn crucial tips for making EBCD a success in your service

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Workshop 4

Lean Thinking 101: An introduction to Lean Thinking Healthcare

The C.U.L.T Unit (Clinicians Using Lean Thinking), Gold Coast Health Service District change agents, and mentors.

Overview:

Participants will be offered an insight into the origins and workings of Lean Thinking.

Lean Thinking takes a system approach to improvement and the session will cover the common tools and techniques that assist in identifying value, value stream (patient flow) and waste in the system (this will include some mini-exercises). The presenters will discuss Lean implementation, and some of the common activities that are carried out. The session will finish with illustrated examples of evidence based system redesign and shared learning from the Gold Coast Health Service experiences.

Target Audience:

Anyone wanting to understand what Lean Thinking is all about and how it can be applied to health care.

Learning outcomes:

- An understanding of the Five principles of Lean Thinking
- Methods to identify value and waste in the system – tools and techniques
- Appreciation of why Healthcare is applying Lean.

Date: Tuesday, 24 March 2009

Time: 09:00 – 12:30

Venue: Rydges South Bank

Workshop 5

The Clinical Practice Improvement Centre (CPIC) approach to Quality Improvement

The Clinical Practice Improvement Centre

Overview:

This workshop will provide participants with an applied knowledge of the tools and techniques used in undertaking Quality Improvement.

Target Audience:

The workshop is suitable for any clinician/manager undertaking Quality Improvement.

Learning Outcomes:

- An understanding of the tools, techniques and application of:
 - Lean Six Sigma methodology
 - Soft Systems methodology
 - Queuing Theory
 - Simulation
 - Statistical Process Control
- Spread and sustainability of CPIC's approach

Other Information:

Participants are encouraged to bring their own improvement activity (or improvement ideas) for discussion and feedback in how this approach may be applied.

Date: Tuesday, 24 March 2009

Time: 13:00 – 16:30

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