

PRE-SUMMIT WORKSHOP

Introduction to Lean Thinking & Health Care Improvement

3rd May 2010



Facilitated by David Ben-Tovim & Melissa Lewis

Time	Session	Facilitator
8.30am	Summit registration and coffee	
9.00am	Welcome The Case For Improvement	<i>David Ben-Tovim</i> , Australasian Lean Health Care Network & Redesigning Care, Flinders Medical Centre
9.30am	Principles of Lean Thinking	<i>Mel Lewis</i> , Redesigning Care, Flinders Medical Centre
10.30am	<i>Morning Tea</i>	
10.50am	Principles of Lean Thinking (continued)	<i>David Ben-Tovim</i>
12.20pm	<i>Lunch</i>	
13.10pm	From Principles to Practice: Interactive Simulation Small groups work on flow, pull and redesigning work processes using Lean Thinking Principles.	<i>David Ben-Tovim</i>
2.40pm	<i>Afternoon Tea</i>	
3.00pm	Tools and Techniques to get started	<i>Mel Lewis</i>
3.30pm	Bringing it all together: A case study	<i>David Ben-Tovim</i>
4.30pm	Close	

PRE-SUMMIT WORKSHOP

Delivering a Ward that Works

3rd May 2010



Facilitators: Susan O'Neill, Executive Director of Nursing, Cabrini Health
 Denise Bennett, Australasian Lean Healthcare Network
 Dean Jones, Director, Inpatient Access, Eastern Health

PROGRAM

Time	Session	Facilitator
8.00am	Summit registration and coffee	
8.30am	Welcome and Introduction to the day	<i>Susan O'Neill</i> , Executive Director of Nursing, Cabrini Health, Melbourne
8.45am	<i>The Ward Improvement Program</i>	<i>Susan O'Neill</i>
9.30am	Delivering a ward that works: what about the Doctors?	<i>Terry Platchek</i> , Chief Resident Department of Paediatrics and Communicable Diseases University of Michigan
10.00am	Discussion	<i>Susan O'Neill</i>
10.30am	<i>Morning Tea</i>	
10.50am	The Foundation Stones for Ward Improvements: Tools and Concepts	<i>Denise Bennett</i> , Australasian Lean Healthcare Network
12.20pm	<i>Lunch</i>	

Time	Session	Facilitator
1.10pm	Examples of Foundation Concepts and Tools: 5 presentations from Australian Health Services that demonstrate the application of the Foundation Concepts and Tools <i>PROVISIONAL</i>	Facilitated by Dean Jones , Director Inpatient Access, Eastern Health
1:15pm	<i>Visualising the patient journey and ward performance</i>	Bec Atkins , Nurse Manager, General Medicine, The Alfred, Melbourne
1:30pm	<i>5S – an organisational approach to OH&S</i>	Bev Munro , Director Workforce Health, Safety and Wellbeing, Southern Health, Melbourne
1:45pm	<i>Delivering supplies to nurses for patient care: right place at the right time</i>	Lynda Briggs , Nurse Manager, Ward 8 South, Mater Children's Hospital, Brisbane.
2:00pm	<i>Hourly Rounding</i>	Jenene Lawrence , Nurse Manager, General Medicine, Counties Manukau, New Zealand
2:15pm	<i>Patient safety – how do we measure up?</i>	Maggie Spencer , Senior Quality Improvement Manager, Counties Manukau, New Zealand
2.30	Questions	
2.40pm	Afternoon Tea	
3.00pm	Collaborative Ward Care	John Toussaint , CEO Emeritus, Thedacare, USA
3.30pm	Panel Discussion Implementing and measuring ward Improvement	Facilitated by Susan O'Neill
4.30pm	Close	

PRE-SUMMIT WORKSHOP
Managing to Learn
 3rd May 2010



Facilitated by John Shook
Senior Advisor Lean Enterprise Institute

Time	Session	Facilitator
8.00am	Summit registration and coffee	
9.00am	<i>Welcome & introductions</i>	Michael Szwarcbord, Director Lean Application
	Introduction to Managing To Learn via the A3 Management Process	
	Following Porter's Journey (from MTL)	
10.30am	<i>Morning Tea</i>	
10.50am	Porter's Journey (cont'd)	
	Your Turn – "Pick a Problem"	
12.20pm	<i>Lunch</i>	
13.10m	Your turn – "Describe your problem"	
	Your Turn – "Describe your problem"	
2.40pm	<i>Afternoon Tea</i>	
3.00pm	Your turn – "Present your problem"	
	Concluding discussion	
4.30pm	Close	

INDUSTRY SITE VISIT

Tour 1: GSK and Kraft Foods Australia

3rd May 2010



Facilitators: Archie Cowan, Managing Director, Insights into Excellence
 Monica Shaw, Senior Project Officer, Department of Health

Please note the following requirements for both tours:

- No jewellery
- No photographs to be taken
- Flat and enclosed shoes no high heels
- No skirts or shorts (long pants only)

PROGRAM

Time	Session	Facilitator
8.00am	Registration – registration desk Melbourne Convention & Exhibition Centre	
8.15am	<i>Board tour bus at the MCEC – Convention Centre Place (outside the Hilton Hotel)</i>	
9.30am	GlaxoSmithKlein, Boronia- Arrive	Mathew Lewis & Greg Taylor, OE Expert
9.30am	Tour of GSK	GSK facilitators
11.30am	Discussion and feedback	Archie Cowan and Monica Shaw
12.00pm	<i>Lunch – provided at GSK</i>	
12.30pm	<i>Board tour bus - travel to KRAFT</i>	
1.30pm	KRAFT, Port Melbourne - Arrive	Steve Taylor, Acting Site Manager
2.30pm	Tour of KRAFT	KRAFT facilitators
3.30pm	Discussion and feedback	Archie Cowan and Monica Shaw
4.15pm	<i>Board bus to return to Melbourne Convention Centre</i>	
4.30pm	<i>Arrive back at Melbourne Convention Centre</i>	