

Sustainable Performance Improvement in Healthcare

Seminar: Thursday 19th November 2009, 3.30pm – 6.30pm, UniSA, 101 Currie Street, Adelaide

There has been considerable effort and money spent in improving the performance and cost of delivering patient care. Unfortunately gaining significant and sustainable improvement and engaging key health stakeholders has been an elusive and frustrating challenge for management and change leaders. This seminar will outline for senior executives and change or redesign leaders the potential for improvement and the requirement for success. Using Australian case studies.

Andrew Stewart from InteLog Healthcare Performance Group, Victoria will discuss;

- How to engage the key stakeholders in the improvement journey
- The importance of “seeing and understanding” the patient or client journey
- The importance of Strategy and Policy Deployment – a clear direction
- How to engage frontline clinicians and staff in delivering the potential
 - Training by “learning by doing”

Gary Griffiths from SA Partners, UK will then discuss;

- Creating a Lean Enterprise
- Leading and Sustaining Lean Change
- Observations from UK experiences

The University of South Australia is pleased to support the communication of thinking around Lean Enterprises in Healthcare. As seen in many other sectors the adoption of Lean Principles will have success in isolated areas of the system, it is only when Lean is adopted from an Enterprise and whole of system perspective that major improvement is possible.

The Lean Business Model



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In order to develop a truly Lean Enterprise it is necessary for leaders to understand what lean thinking is, how it needs to be approached, what their role is in leading the organisation and how they need to instil a set of, often, new behaviours and levels of engagement.

A significant step on this journey is

- Gaining an understanding of what Lean Thinking is and how others have successfully used it.
- Gaining an understanding of what it means to you.
- Gauging where you are on your lean journey
- Establishing a broad implementation plan and the next steps to take.

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Agenda

- 3.30pm Andrew Stewart Victorian Case Studies
- 5.15pm Questions
- 5.30pm Gary Griffiths Leading and Sustaining Lean Change
- 6.00 pm Questions
- 6.30pm Networking and Drinks



Andrew Stewart

Andrew is the Managing Director and co-founder of Intelog HealthCare Performance Group. Andrew has been involved in supporting organisation leaders in developing the deployment strategies and performance improvement activities for over twenty years and is well known for introducing new local and overseas developed thinking and methodologies. In the last three years Andrew and the Intelog team have been involved in a wide range of healthcare engagements including bringing clinical stakeholders in mapping the Diabetes 2 client journey and the Palliative patient journey as well as engaging frontline clinicians and staff in redesign.

Gary Griffiths

Gary is a Managing Partner with S A Partners who he joined in 2002. Coming from an Industrial Engineering background he gained, over 14 years, hands-on experience in continuous improvement and Lean Thinking. Throughout his career he has combined practical application and current leading edge thinking and research. Gary graduated with a Masters Degree in 2000 from the University of Wales with a final dissertation entitled "Ten Key Factors to Create and Sustain Lean Continuous Improvement". Gary has proven experience in designing multi-site integrated sustainable Continuous Improvement Programmes for a range of multi national clients.

Workshop Administration

Registration

Complete the form below and post or fax back to UniSA on
Fax: 08 8302 0805 Places are limited.

Location

University of South Australia
 101 Currie Street Adelaide
 Level 2 Rooms AU 2.02 and 2.03

Fees

\$20 including GST per delegate. Make cheques payable to UniSA. This application will become a **tax invoice**.

Course Time and Date

3.30pm–6.30pm
 Thursday 19th November 2009

Cancellations

Substitutions can be made. We reserve the right to cancel a seminar if insufficient delegates register.

Organisation		Contact/Booker:	
Address		Phone:	
		Email:	
Delegate Name		Course Date	
1			
2			
Tick payment method			Total \$
Visa <input type="checkbox"/>	Cardholder Name	Card Number:	
Cheque <input type="checkbox"/>	Expiry Date:	Cardholder's signature:	
Invoice (provide PO number) <input type="checkbox"/>	Purchase Order number:	Invoice address (if different from above)	
Sub Total - Less 10% (if applicable)			\$
Grand Total			\$