



Are you suffering from chronic headaches and stress caused by queues, delays, chaos and waiting time targets?

Come to the Flow Design - Practical Skills - One Day Workshop

designed by Simon Dodds and Kate Silvester

In just **ONE DAY** you can learn a scientific approach which will help your headache **MELT AWAY**. The workshop demonstrates the principles of Improvement Science and how to 'Diagnose and Treat' the root causes of chronic queues, delays and chaos.

This hands-on practical skills course is designed for service managers, practice managers, service development managers, programme management teams, transformation teams, clinicians, clinical scientists, AHPs, team leaders and trainees.

The One Day Workshop provides an easy path to develop practical improvement skills:

1. Map processes and systems.
2. Measure process and system behaviour.
3. Model the current state and diagnose the root causes of the chronic queues.
4. Create the charts that make the diagnosis and treatment visible and explainable.
5. Treat the commonest causes of queues: the process design.

Within six weeks of completing the Flow Design - Practical Skills - One Day Workshop, a delegate can reasonably expect to have used their new skills and to have demonstrated statistically significant and sustained improvements. Typically, these will be in the efficiency, quality and productivity of a step in a scheduled service stream such as primary care, community care, outpatients, diagnostics, pharmacy, elective wards, elective theatres, therapies, etc.

For more information and to book a seat please visit:

www.saasoft.co.uk/workshops