

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

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

Course Information

Location:	Moor Hall Hotel, Sutton Coldfield, West Midlands. http://www.moorhallhotel.co.uk
Time:	09:00 – 17:00
Date:	See website for dates.
Benefit:	Reduction in waiting times of 20% to 50% are typical. Improvement in productivity of 20% to 50% are typical. See website for examples.
Cost: (ex VAT)	£250. Included are the workshop, all-day refreshments, lunch, workshop manual and the on-line Foundations course (see https://www.saasoft.co.uk/fish).
Preparation:	None required. See below.
Equipment:	None required.

*This practical skills workshop is designed to illustrate the concepts and principles in a pragmatic, interactive, visual and enjoyable way. The supporting theory is necessary knowledge and can be consolidated later. Access to the on-line Foundations course is enabled on confirmation and while we recommend completing some of that prior to the workshop, it is **not** mandatory.*

Why has this course been developed?

There is a growing community of healthcare improvement practitioners (CHIPs) who have completed the Improvement Science Practitioner (Level 1) course, have delivered significant and sustained improvements, and have shared their stories in the [Journal of Improvement Science](#)

Others have found it a challenge to release time from their busy day jobs to do the ISP Level 1 on-line training and complete a real-world improvement project.

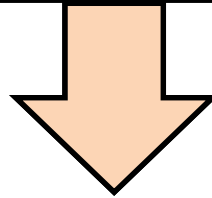
This focussed, practical skills course is intended as a first step for those who want to see for themselves how to apply these effective diagnosis, design and delivery techniques and tools in a scheduled care context; and to see queues and chaos evaporate! Our purpose is insight and inspiration.

For more information and to book a seat please visit:

www.saasoft.co.uk/workshops

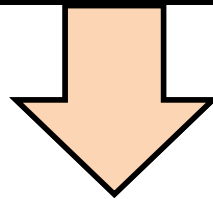
Flow Design Practical Skills One Day Workshop

<https://www.saasoft.co.uk/workshops>



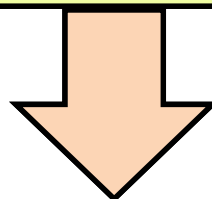
Foundations of Improvement Science in Healthcare

<https://www.saasoft.co.uk/fish>



Resilient Design One Day Practical Skills Workshop

<https://www.saasoft.co.uk/workshops>



Improvement Science Practitioner (Level 1)

<https://www.saasoft.co.uk/chips>

To explore all the on-line resources please visit:

www.improvementscience.uk