



Are you suffering from chronic stress caused by queues, delays, chaos and disgruntled patients and staff?

Come to the Resilient Design - Practical Skills - One Day Workshop designed by Simon Dodds

In just **ONE DAY** you can learn a scientific approach which will help your stress **MELT AWAY**. The workshop demonstrates the concepts and principles of Health Care Systems Engineering (HCSE) and how to diagnose the root causes of queues and chaos. And then how teams can design and deliver a safer, calmer, more efficient, more effective and more productive unscheduled care service.

This hands-on, learn-by-doing, practical skills course is specifically designed for anyone working in unscheduled care services, such as GPs, practice managers, GPOOH, acute care clinicians, acute care service managers, and acute care support services.

The workshop provides an introduction to HCSE and a proven path to developing valuable, practical, and immediately applicable improvement-by-design skills:

1. Map the unscheduled care system.
2. Measure the system behaviour.
3. Model the current state and diagnose the root causes of the queues and chaos.
4. Modify the current design to make it more resilient and more productive.
5. Monitor the impact of implementing the improved design.
6. Maintain the improvement using easy-to-use system behaviour charts.

After completing the Resilient Design Workshop, a delegate can reasonably expect to be able to apply their new insights into scoping a specific, measurable, achievable, realistic and time-boxed (SMART) improvement project. This will include a plan to develop the necessary ISP Level 1 skills and experience to deliver the improvement.

Our purpose is to insight, inspiration, imagination, innovation and improvement.

For more information and to book a seat please visit:

www.saasoft.co.uk/workshops