

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

Workshop Information

Location:	Moor Hall Hotel, Sutton Coldfield, West Midlands. http://www.moorhallhotel.co.uk
Time:	09:00 – 17:00
Date:	See <i>website for dates</i> .
Benefit:	Improvements in efficiency, quality and productivity in the order of 40% to 70% are realistic and achievable.
Cost: (ex VAT)	£250 Includes the one day workshop, all day refreshments, lunch, the workshop manual, and extended access to the on-line Foundations course.
Preparation:	It is advisable to have attended the Flow Design - Practical Skills - One Day Workshop and to have completed the Foundations of Improvement Science in Healthcare (FISH) and on-line course. https://www.saasoft.co.uk/fish
Equipment:	None required.

Why has this course been developed?

There is growing awareness across the NHS that growing queues, delays, pressures and stress are more the result of the 'fragmented' nature of processes than a lack of resources. Treating the system fragmentation requires both systems thinking and systems engineering. The proven theory, techniques and tools of systems engineering are not currently taught in the NHS.

This practical skills course is designed for those who want to experience the impact of systems engineering in health care and to learn how to apply the foundation techniques and tools for reducing unscheduled care queues and chaos and to improve safety, flow, quality, productivity and resilience ... quickly!

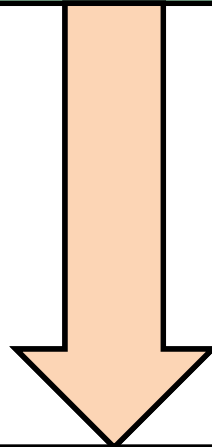
This one day workshop is designed as one step on a complete path to developing and applying health care systems engineering (HCSE) capability.

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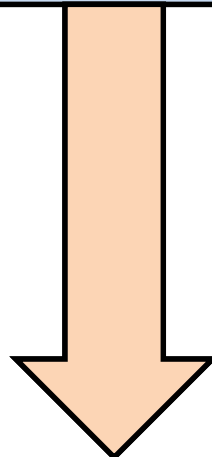
Level 1 - Practical Skills – One Day Workshops

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



Foundations of Improvement Science in Healthcare

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



Improvement Science Practitioner (Level 1)

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

To explore all the on-line resources please visit:

www.improvementscience.uk