

Lean Healthcare Services - Training Workshops

Workshop Name

Improve Process Flows within Healthcare Organizations (using Value Stream Mapping)

Designed For

Healthcare professionals and staff aiming to gain a greater understanding of the effectiveness of the processes in which they work, and wish to support or drive the elimination of waste/non-value-add activities in those processes.

Workshop Overview

Value Stream Mapping (VSM) is a diagnostic tool used to differentiate those healthcare-wide processes that add value and create wealth from those that generate waste and ultimately reduce customer/patient satisfaction. VSM provides a method for visualising the flow of services, materials, and information throughout an organization; while graphically illustrating elements of waste along the way.

Workshop Content

Lean Principles Introduced	Overview of VSM Steps
Identifying the Main Types of Waste	Creating a Current State Map
Value Stream Mapping (VSM) Introduced	Constructing a Future State Map
Interactive Healthcare Case Study	Implementation Strategy Development

This workshop makes use of interactive role-play, video, and case study information to demonstrate the effectiveness of this Lean technique across the healthcare sector.

What You Will Learn

At the conclusion of the workshop, you will be able to:

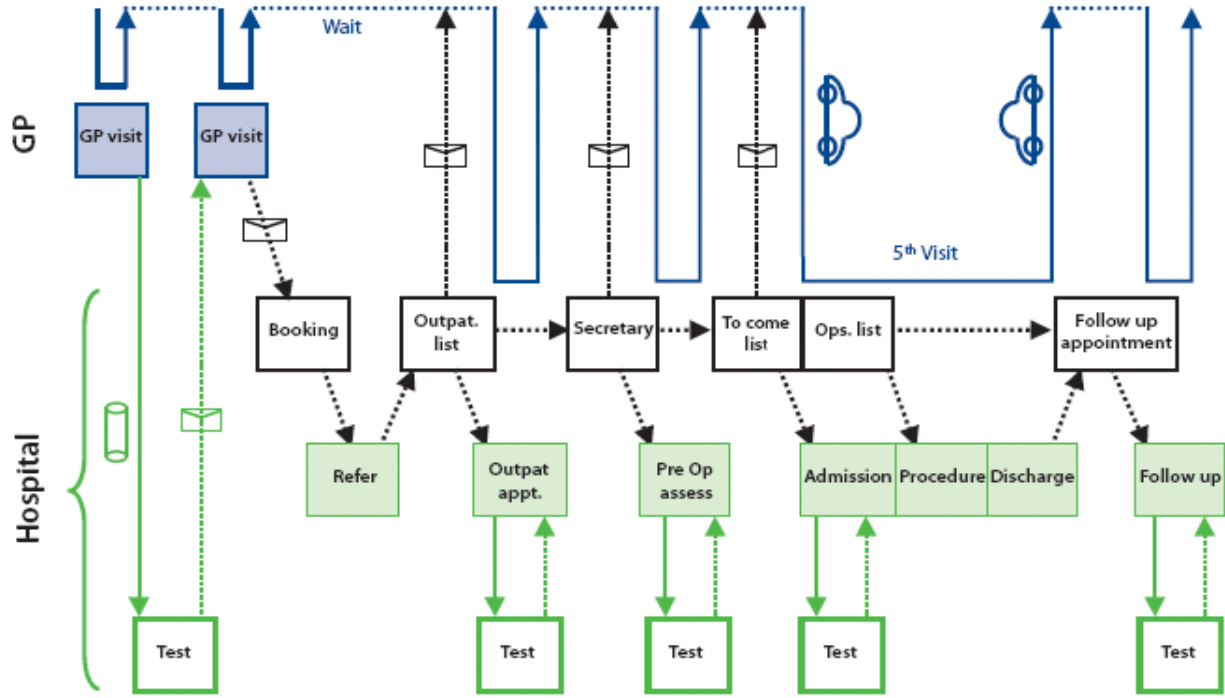
- Identify wasteful, non-value-adding activities that exist in your organization
- Understand exactly what your customers (internal and external) actually require from your business and core processes
- Learn how to develop a project improvement plan

Workshop Duration

This is a one-day instructor-led in-house training workshop, limited to a maximum of 12 delegates. The workshop incorporates the training session and a comprehensive set of notes.

Examples - Current & Future State Value Stream Map's

For the patient – 6 trips, 100 minutes of value, 610 minutes time, over 31 weeks



For healthcare – 100 minutes of value, 330 minutes time, over 31 weeks

