

Healthcare Series

Advanced Professional Certificate in Lean Leader for Healthcare

An innovative approach that combines Lean with Theory of Constraints

Course Overview

This is an innovative approach that combines Lean with Theory of Constraints to quickly ramp up improvements. The new lean framework is a holistic improvement approach for healthcare that aims to increase hospital capacity using existing resources.

This system approach starts with the patient journey to get the most out of the patient flow in the path. The approach identifies critical areas in the patient journey where improvements will lead to enhanced system capacity.

With an integrated Lean framework, hospitals can deliver high levels of patient care in the most efficient, effective, and responsive manner possible, while synchronizing capacity with demand and maximizing hospital throughput

Course Objectives

1. To further enhance the engagement of staff for their contributions in system-wide improvements.
2. To extend the culture from workflow improvement to patient flow improvement.
3. To enhance hospital capacity by rationalization of patient journey and optimization of patient flow.
4. By enhancing capacity with existing resources to reduce staff stress and enhance morale.
5. By streamlining patient flow to enhance service quality, patient safety and hence mitigating potential clinical risk.

Who Should Attend?

- Clinical professionals, physicians, nurses
- Allied health professionals
- Quality & Safety and other supporting professionals

SSI 六式碼學會
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Your Partner for Growth

Lean Leader for Healthcare

整體改進技術認證

- ✓ **Lean-TOC 全方位優化**
從局部修補到系統性突破打造流暢無阻的醫療旅程
- ✓ **零成本增產**
利用現有資源提升服務能力, 精簡病人旅程, 提升醫院服務量
- ✓ **建立Kaizen (改善) 文化**
將改善文化從「工作流程」推展至「病人流向」進而降低潛在的臨床風險

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Key Takeaways

1. Hybrid Lean-TOC Mastery - Master a unique synergy of Lean and Theory of Constraints to rapidly identify and eliminate systemic bottlenecks that restrict overall hospital throughput
2. Holistic Patient Flow Optimization - Shift from local task fixes to a total system approach, synchronizing hospital capacity with patient demand for a seamless journey.
3. Unlock hidden capacity using your existing infrastructure through proven techniques.
4. Risk Mitigation & Patient Safety -Standardize excellence with mistake-proofing protocols that reduce clinical risk, streamline discharges, and drastically cut waiting times.
5. Empowered Clinical Culture - Boost staff morale by removing operational friction, transforming your team from "busy" to "effective" through a sustainable culture of Kaizen

Contents

Pillar 1: Strategic Diagnosis & System Mapping

- The New Lean Concept: Moving beyond "simple waste" to Holistic Improvement.
- Value Stream Mapping (VSM): Evaluating the "Current State" to visualize patient flow and hidden friction.
- Managing Clinical Variations: Identifying areas of improvement through data-driven initial analysis

Case Study: Access & Waiting Times > Reducing ED waiting times and streamlining ACC blood-taking queues.

Pillar 2: Overcoming System Bottlenecks (TOC)

- Identify & Exploit: Pinpointing the true system constraints using the Five Focus Steps.
- Elevate Performance: Strategies to synchronize support services with clinical needs.
- Interactive Learning: Simulation games and video analysis of system constraints.

Case Study: Capacity Enhancement > Optimizing MRI throughput and managing Surgery Ward bottlenecks.

Pillar 3: Tactical Lean Tools & Process Streamlining

- SMED (Single-Minute Exchange of Die): Drastically reducing change-over times between procedures.
- Mistake Proofing (Poka-Yoke): Engineering out potential human errors in high-stakes environments.
- Kanban & 5S for Healthcare: Organizing clinical spaces and inventory for zero-waste logistics.

Case Study: Perioperative & Surgical Efficiency > Total Knee Replacement setup reduction and recovery room time optimization.

Pillar 4: Sustaining the Transformation

- Kaizen Events: Leading rapid-impact improvement teams.
- Standard Work: Establishing new protocols that ensure consistency and safety.
- Substantiating Gains: Tools to enumerate and report improvements to stakeholders.

Case Study: Patient Journey & Discharge > Implementing Pre-discharge Lounges and streamlining General Ward discharge workflows.

Real-world Clinical Implementation sharing in Specialty Units, Support Services Patient experience.

Corporate Training

If you are interested in organizing corporate training, please do not hesitate to contact us for further information and to discuss customized solutions that align with your needs

Contact us

For registration of the above course, please complete the e-application form. Our course administrator will contact you shortly

For enquiries, please contact us at (852) 2581 2771

