

Healthcare Series

Integrated FOCUS-PDCA Training Program

Empower Your Teams for Proactive, Self-Driven Improvement & CIHA Excellence

Course Overview

In today's healthcare environment, meeting accreditation standards like CIHA requires more than traditional compliance audits—it demands a proactive, ingrained culture of continuous systemic improvement. This workshop equips staff with a practical methodology to become agents of sustainable change.

Participants will shift from reactive compliance to proactive excellence, learning to identify issues, self-initiate improvements, and sustain gains—directly addressing the core requirements of continuous improvement and operational excellence in the CIHA standards.

Objectives

1. Equip hospital staff with an integrated Lean-TOC-FOCUS-PDCA mindset and practical toolkit.
2. Enable teams to self-identify waste, bottlenecks, and risks, and self-initiate structured improvements.
3. Sustain gains and demonstrably meet CIHA accreditation standards for continuous improvement and operational excellence

Who Should Attend?

- Clinical & administrative staff (nurses, technicians, department supervisors).
- Quality management, patient safety, and operational excellence personnel.
- Hospital leaders and managers seeking to build frontline improvement capability

Key Takeaways

1. Lead an improvement project from problem identification through project execution.
2. Apply value stream mapping to visualize processes and identify wastes and constraints.
3. Conduct a proactive risk assessment using HFMEA techniques.
4. Utilize a structured PDCA cycle to test, measure, and sustain improvements.
5. Articulate how their improvement work aligns with CIHA continuous improvement standards.
6. Paradigm of completion of the Annual Report for maintaining Hospital Accreditation



SSI 六式碼學會
SIXSIGMA INSTITUTE
Your Partner for Growth

FOCUS-PDCA

培養迭代思維與工具

- ✓ **自我識別與改善**
使團隊能夠自我識別浪費、瓶頸和風險，並自發啟動結構化的改善。
- ✓ **持續改進與認證**
確保成就的持續性，並明顯達到 CIHA 認證標準，以推動持續改進和運營卓越。
- ✓ **參與者成果**
完成後，參與者將能夠主導改進項目，運用價值流映射、自發的風險評估、結構化的 PDCA 循環來測試和維持改進。

Focus PDCA

Focus
Organize
Clarify
Understand
Select

ACT
DO
CHECK

CPD
15 pt

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Contents

Day 1: Foundation, Mindset & "Self-Define" Tools

1. Session 1: Opening & The Accreditation Imperative
2. Session 2: Lean, TOC & FOCUS-PDCA Synergy
3. Session 3: "Self-Define" Tools – Reactive & Proactive
4. Session 4: "Self-Define" Tools – Mapping for Insight

Day 2: "Self-Improve" Tools, Implementation & Sustenance

1. Session 5: The "U" in FOCUS: Root Cause Analysis – Going Deeper
2. Session 6: Generating & Selecting Solutions
3. Session 7: The PDCA Cycle – Planning & Doing
4. Session 8: The PDCA Cycle – Checking & Acting
5. Session 9: Integration & Real-World Application

Coaching Option

To enhance participants' confidence in applying the new methodology and ensure their competence in completing improvement projects, optional coaching is available. This comprehensive project coaching spans four days over two months and provides dedicated support until teams successfully conclude their projects. A separate quote will be provided based on your specific needs

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

