



Are you suffering from chronic disappointment, frustration and anxiety caused by queues, delays and chaotic emergency flow?

Come to an Emergency Flow Diagnosis and Design One Day Event designed and facilitated by Simon Dodds

In just **ONE DAY** we can show you a robust framework which will help your stress **MELT AWAY**. We use the principles of Systems Engineering to help you to **DIAGNOSE** the root causes of congestive hospital failure, to **DESIGN** effective solutions and to **DELIVER** sustained improvements.

This interactive learning-by-doing event is designed for emergency care clinicians, emergency department managers, senior management teams and commissioners of emergency care services.

The One Day Event is a fun and informative way to grow capability and confidence:

1. Explore emergency system behaviour using interactive simulation games.
2. Deepen understanding of how chaotic system behaviour is caused.
3. Visualise system behaviour using inter-linked time-series charts.
4. Experience a tried-and-tested system improvement-by-design framework.
5. Experience the dramatic impact as the queues, delays and chaos evaporate.

Smooth flow across a whole health care pathway is the emergent property of good system design. Streamlined flow is safer, more efficient, and delivers better outcomes and a higher quality experience for everyone. Smoother is more fun and less frustrating.

This One Day Event is designed for individuals and small groups who want to experience, first-hand, the impact of systems engineering applied in health care.

Please see over for further details ...

To register and book on-line please visit:
www.improvementscience.net/workshops

Come to an Emergency Flow Diagnosis & Design One Day Event

Event Information

Location:	Moor Hall Hotel, Sutton Coldfield, West Midlands. http://www.moorhallhotel.co.uk
Time:	09:30 – 16:30
Dates:	Visit http://www.improvementscience.net/workshops
Benefits:	<i>A safer, calmer, higher quality, more productive system. Delighted patients and enthused staff. Stable platform for further innovation and improvement. World Class Health Care.</i>
Cost: (ex VAT)	£240 (ex VAT) and includes the One Day Event, refreshments, lunch, printed manual and Foundations online course. <i>Special room rates are available for delegates who wish to come the evening before and meet the faculty over dinner.</i>
Preparation:	Delegates are encouraged to explore the on-line sources of information via http://www.improvementscience.uk On confirmation delegates are provided with access to the Foundations online course (FISH) and the first part of the Improvement Science Practitioner (ISP-1) online course.
Equipment:	None required.

Why has this One Day Event been developed?

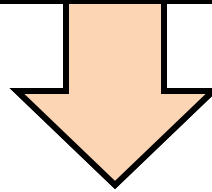
Health and social care systems have been suffering deteriorating emergency care performance for the last 5-10 years with each winter worse than the last. Some hospitals have discovered that it is possible to avoid the chaos, but it has taken them a long time using the incremental approach. There is a quicker way.

Systems engineering can teach us how to collaboratively and proactively create fit-for-purpose designs. This workshop is part of an innovative health care systems engineering (HCSE) programme has been designed to provide health care organisations with access to this tried-and-tested body of knowledge.

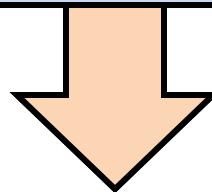
Email: chips@improvementscience.net

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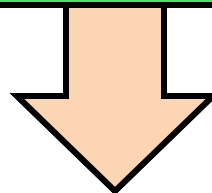
One Day Workshop on Emergency Flow Design
<http://www.improvementscience.net/workshops>



Foundations of Improvement Science in Healthcare
<http://www.improvementscience.net/fish>



Improvement Science Practitioner (Level 1)
<http://www.improvementscience.net/isp>



One Day Workshop for Microsystem Design Teams
<http://www.improvementscience.net/workshops>