



Are you suffering from chronic headaches and stress caused by queues, delays, chaos and waiting time targets?

## Come to our 1 Day Improvement Science Practitioner Level 1 Course facilitated by Kate Silvester and Ellen Pirie

In just **1 day** we can teach you a scientific approach which will help your headache **MELT AWAY**. We use the principles of Improvement Science to help you diagnose and treat the root causes of chronic clinic chaos.

This intensive hands-on course is based around the scenario of a One-Stop Outpatient Clinic and is suitable for service managers, operational managers, clinical service leads, service development, clinicians, clinical scientists, AHPs, PMO, transformation teams CCG staff.

This one-day course provides an easy path to develop practical ISP-1 skills:

1. Map processes and systems in a simulated one-stop clinic
2. Measure process and system behaviour.
3. Model the current state and diagnose the root causes of the chronic queues.
4. Create the Vitals Charts that make the diagnosis visible, explainable and understandable.
5. Use 'template scheduling' to treat the commonest cause of queues: the policy constraints.

Within six weeks of completing the ISP-1 course a delegate can reasonably expect to have used their FISH and ISP-1 skills and to have demonstrated statistically significant improvements in the flow and productivity of a step or stage in their healthcare system, e.g. A&E, Diagnostics, OP or GP clinics, pharmacy, ward, therapies, etc.

Please see over for further details.....

**To Register and Book on-line please visit:**  
<http://www.improvementscience.net/isp/ispworkshops>

# Come to our 1 Day Improvement Science Practitioner Level 1 Course

## Course Information

<b>Location:</b>	The Grange White Hall Hotel, 2-5 Montague Street, London WC1B 5BU
<b>Timing:</b>	09:00 – 17:00
<b>Dates:</b>	Wednesday 7 <sup>th</sup> June
<b>Benefit:</b>	Reduction in waiting times of 20 to 50% are typical. See <a href="#">website</a> for details.
<b>Cost:</b>	£265 +VAT which covers the on-line Foundations course, the workshop, refreshments, lunch and the One Day Workshop Manual.
<b>Prerequisite Training:</b>	Module 1 and 2 of the Foundations of Improvement Science in Healthcare (FISH) ~ 3 hours of on-line training in the basics of flow science <a href="http://www.saasoft.com/fish/course">http://www.saasoft.com/fish/course</a> There are 10 CPD points if you complete the full Foundations course.

### Why has this course been developed?

There is a growing community of healthcare improvement practitioners (CHIPs) who are progressing through the on-line Foundation course (FISH), the Improvement Science Practitioner (Level 1) course, and have delivered significant and sustained improvements. See published articles at <http://www.improvementscience.net/jois/>

This practical course is designed for those who want to learn how to apply the foundation techniques and tools for reducing queues and chaos .... Quickly!

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