

Are you suffering from chronic frustration caused by queues and chaotic system flow?

Come to a System Flow Diagnosis and Design One Day Event

designed and facilitated by Simon Dodds

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

This interactive event is designed for senior operational and financial managers, department managers, service leads, senior data analysts, programme management teams, transformation teams, executives and commissioners.

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

1. Explore complex system flow 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. Learn a tried-and-tested whole system improvement-by-design framework.
5. Experience the dramatic impact as the risk, chaos and frustration 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 a System 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 a bundled BaseLine© software licence. <i>Special room rates are available for delegates who wish to come the evening before to avoid a long day!</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:	Personal laptop with Microsoft Excel installed (optional).

Why has this One Day Event been developed?

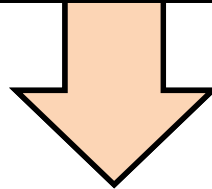
Health and social care systems have been suffering chronic chaos and deteriorating performance for the last 5-10 years. One factor is the rising number of frail elderly in the population, and another is that we tend to reactively fight flow problems rather than proactively prevent them.

Systems engineering can teach us how to collaboratively and proactively create fit-for-purpose designs. This innovative health care systems engineering course has been designed to provide health care with access to this tried-and-tested body of knowledge.

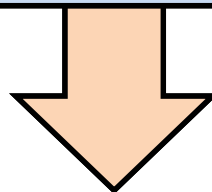
Email: chips@improvementscience.net

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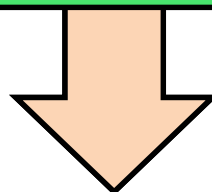
One Day Workshop on System Flow Diagnosis and Design
<http://www.improvementscience.net/workshops>



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



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



One Day Workshop on Design Team / Human Factors
<http://www.improvementscience.net/workshops>