

LEAN HEALTHCARE COURSE DETAILS

Today's health care landscape is increasingly complex and rapidly evolving, challenging providers to improve quality and efficiency while simultaneously controlling costs and bolstering profitability.

The challenges in healthcare services

- High cost – more than 150 tons of medical waste is generated in MENA every day. More than 50% of the waste is generated in Saudi Arabia which indicates a misuse of resources in hospitals
- Low quality – in Saudi Arabia only 32% of the patients are satisfied with the healthcare systems. This low rate is mainly related to transparency and ease of service provision
- High lead times – without a proper system in place, the management of outpatients and the continuous treatment and monitoring of inpatients causes inefficiencies resulting in high lead times and therefore waiting times for patients

HOW LEAN CAN TRANSFORM YOUR HEALTHCARE ORGANIZATION TO DELIVER EXCELLENT SERVICES

Because of the complexity of the health care system, processes were mostly developed serving internal customers – physicians, hospitals, insurers, government. It is critically important to re-define the value of services from the point of view of the primary customer: the patient.

Methodologies to design a Lean healthcare environment focused on the patient

- **CUSTOMER JOURNEY:** Define value from the patient's perspective and derive actions to improve the experience of services
- **VALUE STREAM MAPPING:** Understand the needs and requirements of internal customers, optimize the information and service flow and reduce the overall lead time for servicing patients
- **LEAN LOGISTICS:** Design a short-cycled supply system that ensures the availability and traceability of test reagents, medication and consumables and avoid overstocked material throughout the different wards
- **Q6 QUALITY MANAGEMENT:** Implement a six-step quality process (quality gates and control loops (1), structured problem solving (2), quality metrics (3), standard operating procedures (4), qualification (5) and Daily Direction Setting (6)) to detect mistakes and deviations instantly and eliminate the root causes
- **DIGITIZATION:** Leverage the use of mobile digital technologies to ensure information flow, reduce waiting times for patients and staff and continuously improve processes through data analysis

Applying Lean in healthcare eliminates wasted time and resources, increases the efficiency of processes and thereby allows more patients to be treated using the same resources.

WHAT WILL THIS COURSE ACHIEVE?

With our Lean Healthcare Training Course, you will learn to apply the Lean principles and tools in 2 days through running simulations of typical processes in healthcare environments. You will be able to experience how the concept improves the lead time and quality of services and therefore leverages the existing resources while improving patients' experience.

WHO SHOULD ATTEND?

Healthcare executives, physicians, clinical or laboratory supervisors and administration managers who want to learn how Lean principles and tools can improve their service processes.



Duration: 2 days



Price: \$ 1398



Max Participants: 12