

Beyond Quality to Value for Improved Patient Service & Health

Course Overview

The core business of hospitals delivering just care services is of the past. Hospitals' business is rapidly evolving towards meeting customers' demand for a seamless care experience. To achieve this, hospitals are investing resources to review its processes so that staff and clinicians can deliver the right care, in the right place and at the right time. This helps hospitals reduce costs and retain revenue, and also improving patient health outcomes and experience.

With an ageing population, the intensity of care required by patients will increase. The question that all our healthcare organizations have is how do we meet the higher demands with the limited resources that we have? How do we deliver high quality of care and at the same time, ensuring accessibility and affordability for patients of the various sectors, ranging from primary care, acute care to the intermediate and long term care (ILTC) services?

In this course, participants will understand the concept of Lean and how the implementation of Lean practices is able transform wastes into value for the patients, thus improving health outcomes. Participants will get insights into real world case studies on how doing more with existing resources could be achieved through examining various workflows in healthcare organizations. This course leverage blended learning and interactive learning activities to help participants achieve the course outcome.

Level: Basic

Who Should Attend

Professionals, managers, and executives (PMEs) who are considering to enter the healthcare industry as well as Healthcare professionals who aspire to move into a management role.

Topics

- Lean Thinking Framework: Starting with flows
- Overview of various Tools, why use them and when to use them
- Practical approaches for improving patient experience

Schedule

Time	Agenda
09:00 – 10:30	Introduction & Ice Breaker What is Lean Thinking Concepts of Value vs Waste Direct Observation (Gemba)
10:30 – 10:45	Break
10:45 – 12:00	Simulation Activity 1- Operating Room Turnover Process Group Discussion 1
12:00 – 13:00	Lunch

13:00 – 15:45	Value Stream Mapping (VSM) Group Activity 2 - Streamline Workflows Group Discussion 2 Lean Tools
15:45 – 16:00	Break
16:00 – 16:30	Case Study 1 – Driving Improvements in a Hospital Laboratory
16:30 – 17:00	Case Study 2- Designing New Hospitals
17:00 – 18:00	Quiz & Group Sharing

Course Mode: Online Course Via Zoom

Assessment

Quiz & Group Presentation

*Participants are required to achieve at least 75% attendance and pass any prescribed assessments under the course requirement.

Fees & Funding

Full Fees (Inclusive of 7% GST):	S\$909.50
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Application Procedures

Please email to Mr Dionysius Soh, dionsoh@hmi.com.sg for registration & enquiries.