

Introduction to continuous improvement in healthcare (1-day course)

Authentic Continuous Improvement, embracing Lean, Six Sigma and Theory of Constraints (as introduced in this course) often gets lost in translation when applied in healthcare settings yet can deliver quick, tangible and significant results to help meet the challenges of the modern NHS. We achieve this with our highly practical approach delivered by highly qualified and experienced healthcare Continuous Improvement specialists who have designed, delivered and supported over 200 healthcare improvement projects.

The specialists delivering the course have case study examples from Acute, Mental Health, Primary Care, back office, Shared Service, Community and Ambulance service settings.

Who is the course for?

Cohorts of between 6 and 12 comprising healthcare professionals at any level in clinical or non-clinical positions seeking an introductory level knowledge of Continuous Improvement (CI) methods such as Lean and how they can be applied in healthcare settings.

Summary of course content:

- Continuous Improvement methods, similarities and differences
- Brief history of CI
- Systems thinking
- The people side of CI
- Developing your improvement project
- Practical simulations to support CI thinking

What participants say:

“Tim has repeatedly delivered a continuous improvement learning module within our Leadership development programme for over 5-years, around 4 or 5 times each year. He does so with enthusiasm, passion, humour and obvious expertise in the subject. The practical simulation involves the delegates. This is high energy and great fun for them, yet really does engage them and provides them with lasting and positive memories, which helps them in their managerial roles and benefits the organisation. The way Tim puts the learning across allows the delegates to make connections and see opportunities for continuous improvement within their own areas of control. At least two hundred of our managers have been through this module and the feedback from them is overwhelmingly positive.” ***Katie, Learning and Development Lead, NHS Ambulance Foundation Trust***

“Relevant, structured and informative and interesting. Well delivered. Can’t believe I stayed awake throughout! I recommend it for all staff.” ***Dr K, Registrar, NHS Mental Health Foundation Trust***



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