

Six Sigma: For Advanced Healthcare Improvement

Who is the programme for?

Cohorts of between 6 and 12 comprising healthcare professionals at any level in clinical or non-clinical positions seeking a proven and structured approach to improving service quality and efficiency or who need reliable ways of measuring and demonstrating the impact of their improvement initiatives.

Why attend?

- This is the only Six Sigma course in the UK that is designed for the Healthcare sector and delivered by a Six Sigma Master Black Belt with hands on experience through improvement roles in industry and the NHS.
- The NHS overall has not applied Six Sigma to any significant extent. This means further improvements and savings remain to be unlocked using the method.
- Delegates apply their learning. The course is built around each participant's own work based project; ensuring return on investment and avoiding learning 'fading' shortly after class room sessions.
- Taking the Principles of Six Sigma, and applying them to healthcare allows problems of a more complex nature to be understood.
- The course combines one on one coaching with practical application and tutorial to maximise outcomes. Clinical and non-clinical examples of Six Sigma application are used throughout the course.

What it covers:

- The course develops the PDSA framework that many NHS teams are familiar with and have worked with, through Lean and other approaches, into a more detailed improvement cycle designed to allow for the understanding of processes in a precise and scientific way.
- The 5 Key Steps Six Sigma "Breakthrough" Strategy (DMAIC – Define, Measure, Analyse, Improve, Control, Define). How to apply the DMAIC cycle to make changes in a controlled manner and to understand the exact impact each change makes to a process.
- Using Six Sigma to unlock further improvements and saving from existing and past improvement projects.

What participants say:

"I have worked in the NHS for most of my working life and the mix of examples from this and other sectors is really helpful. I now have more tools at my disposal for interrogating data, these give me much more confidence in the findings and I feel happy sharing the results with clinicians and other colleagues. I have found DOE and learning the proper use of Control Charts very useful. Its great having solid evidence to drive discussions and support the team." ***Ricky, Transformational Finance Manager***



“The Endoscopy inpatient work has really benefitted from our using SIPOC and Process Mapping. The added level of evidence for change is powerful and the visual presentation of it really helps discussion.” **Charlotte, Work stream Lead for Optimisation of Patient Testing**

“The practical exercises have been very good, helped with the learning and broken up the theory nicely. It is particularly helpful around looking at allocation around the hospital in general and also realising the limitations and potential in our existing data.” **John, Executive Fellow**

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