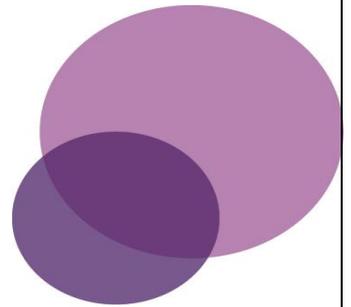


logic health

supporting your career development



Stepping Hill

Course Outlines including agenda and Learning Outcomes:

Patient Safety and Quality Improvement

January 18th 2022

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Patient Safety and Principles of Quality Improvement Projects-1 day

6 CPD points

Are you targeted to deliver constant service improvement? We thought so! Let us help and support you to achieve your goals with this exceptional, practical programme which provides the key, basic ingredients to become a leaner organisation.

CPD points: 6 external CPD points

Who should attend: All personnel who have to achieve quality targets and run a more efficient department.

Introduction: The NHS's greatest strength and expertise lies in practical service improvement. They have years of experience in clinical patient pathway re-design which supports improved patient experience and outcomes. This programme is designed to give you a taste of what is expected of you to enable you to deliver your targets.

This leadership programme is designed to help staff to understand the management and leadership aspects of this role with the clear focus on improving service, and building on skills they have already acquired.

A management project of relevance and meaning to the organisation is undertaken to build on skills acquired and add value.

Course Agenda:

One day workshop

-  Welcome, introductions, outline agenda and key learning outcomes
-  Patient safety and clinical risk
-  Leaders working with Lean
-  Developing a lean system and process
-  Background to Process Mapping
-  Developing your project
-  Identifying issues and 'bottle-necks' in your systems
-  The 5 stage process of change management
-  Understanding SWOT and STEEPLE as analytical tools
-  An overview of Six Sigma and modern JIT processes
-  How to build a project team

Course Benefits:

By using their own 'live' case study, participants will be able to immediately practice their learning giving it a practical outcome

You will have the opportunity to build real skills and competencies to enhance your career progression

You will be able to make an active contribution in the work-place

A valuable contribution towards your ongoing learning as the course delivers six external CPD points.

Workshop Learning Outcomes / Objectives:

By the end of the workshop, delegates will be able to:

- To understand how patient safety and clinical risk management are at the core of continuous improvement in a healthcare setting and explain 5 elements to support this.
- Name 6 skills to show leadership capability to improve services
- To develop a Lean thinking and processing system and culture building on 5 stages
- Discover process mapping and its' usefulness and flexibility in the work-place explaining 5 key points
- Naming and using the 5 of the correct project tools to improve the efficiency of the service
- To investigate issues and 'bottle' necks using root cause analysis and 3 other methods of analysis
- Understand and explain the 5 stage change process and use force field analysis to identify need for change
- Building SWOT and STEEPLE into analysis programmes, understand the reasoning and explain the 4 component parts of SWOT and the 6 component parts of STEEPLE
- Explain 3 of the principles of lean 6 sigma
- Building and leading a team and organising resources to deliver 6 practical improvements (minimum).

At the close of the workshop, which is very practical in nature, there will be time for reflection and development of an action plan