

# Short course

21 - 24 August 2017 (*inclusive*)



## Follow-up Workshops

- 3 November 2017
- 1 December 2017

# PROCESS REDESIGN AND LEAN THINKING IN HEALTH AND AGED CARE

A JOINT INITIATIVE BETWEEN  
REDESIGNING CARE TEAM, FLINDERS MEDICAL CENTRE  
AND FLINDERS UNIVERSITY HEALTH CARE MANAGEMENT

### Who should attend?

People working within the health care industry and interested in process improvement.

### Presenters

This innovative program will be facilitated by the Redesigning Care team, FMC, experts in process redesign. The team has been applying Lean principles in health care since 2003 and are well known throughout Australia for their ground-breaking work.

### Course aims

- > To provide an understanding of lean thinking principles and process improvement in health care redesign.
- > To develop your skills in the practical application of lean thinking to clinical or non-clinical process redesign, implementation, and evaluation.
- > To provide an opportunity to apply these principles in your own health care environment.

### Successful completion

On completion of this course, participants should be able to:

- > Complete a detailed diagnostic of the current process to be redesigned using mapping and real-time observation.
- > Identify and use relevant lean thinking tools to analyse processes, prioritise opportunities for improvement, monitor and evaluate progress.
- > Organise and lead a process redesign.
- > Demonstrate a participative approach to process redesign through involvement of relevant stakeholders, including clients, in various aspects of the process.
- > Present the result of a redesign process in verbal and written A3 report format.

## Certificate of participation

A certificate of participation will be awarded to all participants who attend the course but who do not wish to complete the assessment tasks.

## Certificate of completion

A certificate of completion will be awarded to participants who successfully complete the assessment requirements.

**Please note:** Credit will be granted towards Health Care Management awards at Flinders University for successful completion of this short course, including the assessable components. Current students can enrol in this topic as an elective in their course.

## Registration details

Limited places are available so early registration is recommended.

Students enrolled in Flinders University Health Care Management awards should enrol online in the topic HACM9001, pay fees to Flinders University in the normal way and also submit the registration form to the course administrator (but with no payment). Non-students should register for the course and pay as follows:

### **CLOSING DATE FOR REGISTRATIONS:**

**Friday 28 July, 2017**

### **COST: \$1,875 (GST inclusive)**

Cost includes course materials which will be provided each day.

Payment can be made either online by credit card or you can request for an invoice to be raised.

*Once you have provided your registration form to **danni.gray@flinders.edu.au**, and had your registration confirmed, you will be sent details on how to make payment. Please note, places are limited.*

## Cancellation Policy

- No penalty applies if notice of cancellation is received before 28 July, 2017.
- 80% refund applies on notice of cancellation from 29 July - 11 August, 2017.
- 50% refund applies thereafter until 16 August, 2017.
- No refunds will be available from the 17 August, 2017 and once the course has commenced.
- All cancellations must be in writing.

## Further information

### **COURSE COORDINATOR**

Ms Mel Lewis  
Lecturer  
Health Care Management  
Flinders University

### **VENUE**

Flinders University Victoria Square  
182 Victoria Square (cnr Flinders Street), Adelaide

#### **21 - 24 August:**

Room 2, Level 2

#### **3 November & 1 December:**

Room 10.3, Level 10

### **ENQUIRIES**

Jane Bassham, Clinical Facilitator  
Redesigning Care, Flinders Medical Centre  
Phone: (08) 8204 6264  
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### **REGISTRATION**

Danni Gray, Administrative Assistant  
Health Care Management  
Flinders University  
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