

A Practical Guide to

Process Mapping, Analysis and Redesign

Redesigning Processes, Change and Innovation
to Improve the Patient Journey

WEDNESDAY 24 FEBRUARY 2010

MANCHESTER CONFERENCE CENTRE, MANCHESTER

CHAIR AND KEYNOTE SPEAKERS:

Dr Adrian Bull
Chief Executive
Queen Victoria Hospitals
NHS Foundation Trust

Jenny Bramhall
Associate
NHS Institute for Innovation
and Improvement

David Gilbert
Director
InHealth Associates

TOPICS INCLUDE:

Using Care
Pathways as a
tool for Service
Redesign

**Extended
interactive session**
Process Mapping in
practice: a step-by-
step guide

Redesigning Processes
to reduce variation and
improve predictability

PLUS+ FOCUS WORKSHOPS:

- Lean Thinking and Redesign
- In-depth Process Mapping and Redesign

Redesign for Innovation

Lean
Thinking and
Redesign

Linking Redesign to Quality,
Innovation, Productivity and
Prevention (QIPP)

Involving patients and
service users in
Process Mapping,
Analysis and Redesign

Redesigning the
Patient Journey

The relationship
between Process
Mapping, Care
Pathways and
clinical outcomes

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“We need to drive quality and productivity and prevention, using innovation as a link.”

JIM EASTON NATIONAL DIRECTOR FOR IMPROVEMENT AND EFFICIENCY NHS, [WWW.DH.GOV.UK](http://www.dh.gov.uk)

“...quality, innovation, productivity and prevention is not a top-down, national initiative. It is about the NHS working in different ways to ensure that we deliver the highest quality care. Making this a reality requires action at all levels of the system – from front-line clinicians to local providers and commissioners, SHAs, to the Department of Health and others at a national level.”

DAVID NICHOLSON CHIEF EXECUTIVE NHS;
DEPARTMENT OF HEALTH PRESS RELEASE; 2009

Last year Ara Darzi's High Quality Care for All set the vision for an NHS that holds quality, patient choice and information at its core. One year on, the emphasis on quality continues to lead the change process, with innovative techniques including Process Mapping and Analysis, Lean Thinking and, more recently, the introduction of Quality Accounts across the NHS.

This ninth national conference focuses on innovative changes and processes for improvement, in line with the quality commitments made in High Quality Care for All. **Jenny Bramhall** Associate NHS Institute for Innovation and Improvement opens the day with a keynote presentation speaking about Redesigning the patient journey, Process Mapping and Redesign: the methodology and Process Mapping and Redesign for QIPP: Quality, Innovation, Productivity and Prevention.

The conference has two main focus areas Redesign, Change and Innovation to improve the patient journey and Lean Thinking, Redesign and Innovation which includes an explanation of Lean presented by **Graham Canning** Principal Consultant The Manufacturing Institute, and explores eliminating waste to improve patient care and involving and engaging frontline staff.

Two facilitated workshops will run alongside the main conference programme. The first, **Lean Thinking and Redesign**, led by The Manufacturing Institute, will focus on Lean in healthcare including the essentials for success. The second, **In-depth Process Mapping and Redesign**, takes attendees through the Mapping process with a hands on experience through the use of case study exercises.

The conference provides a key learning opportunity and a chance to question experienced healthcare professionals about their experiences to enable you to take away ideas for implementation within your own organisation.

WORKSHOPS

11.45 – 13.00

Lean Thinking and Redesign

Facilitated by: Graham Canning

Principal Consultant

The Manufacturing Institute

Workshop focusing on Lean in healthcare including:

- an introduction to Lean in healthcare
- the Seven Healthcare Flows
- essentials for success
- interactive discussion

14.00 – 15.30

In-depth Process Mapping and Redesign

Facilitated by: Jonathan Hill

Head of Quality Assurance and Care Management

together NHS Foundation Trust

This interactive workshop will take you through the Process Mapping process using case study exercises to enable delegates to experience Process Mapping hands on including:

- Process Mapping in-depth
- an interactive exercise in Process Mapping
- working through the symbols and shapes
- moving onto Redesign: working through case studies in practice

10.00	Chairman's welcome
10.10	Redesigning the patient journey Jenny Bramhall <i>Associate</i> NHS Institute for Innovation and Improvement <ul style="list-style-type: none"> • Process Mapping and Redesign for QIPP: Quality, Innovation, Productivity and Prevention • Process Mapping and Redesign: the methodology • mapping and analysing the patient journey to identify areas for improvement

10.40	Involving patients and service users in Process Mapping, Analysis and Redesign <i>David has 25 years experience in the field of health, patient and public involvement (PPI) and patient-centered improvement work across the UK and internationally.</i> David Gilbert <i>Director</i> InHealth Associates <ul style="list-style-type: none"> • engaging patients and service users to inform service planning, development and Redesign • tools and techniques for effective involvement • using patient feedback in the redesign of services: examples of good practice
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11.10 Questions and answers, followed by coffee and exhibition at 11.20

11.45	EXTENDED INTERACTIVE SESSION Process Mapping in practice: a step-by-step guide Mr Jonathan Hill <i>Head of Quality Assurance & Care Management</i> zgether NHS Foundation Trust <ul style="list-style-type: none"> • where to start: planning and preparing a Process Mapping exercise • understanding the jargon, symbols and shapes • tips for ensuring the exercise provides the information you need to understand the patient journey • how to identify areas for improvement: questions to ask when analysing the map
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12.30	The relationship between Process Mapping, Care Pathways and clinical outcomes Tracey Williams <i>Head of Service Improvement</i> NHS Tayside with Laura Allison <i>Modernisation Consultant</i> NHS Tayside <ul style="list-style-type: none"> • how Care Pathways can be used to support Process Mapping and Service Redesign • understanding and evaluating variance through Process Mapping • monitoring the impact on clinical outcomes and quality indicators
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13.00 Questions and answers, followed by lunch and exhibition at 13.10

FOCUS: REDESIGN, CHANGE AND INNOVATION TO IMPROVE THE PATIENT JOURNEY

14.00	Redesigning Processes to reduce variation and improve predictability <i>case study: improving discharge practice and improving predictability in length of stay</i> Dr Adrian Hopper <i>Associate Medical Director, Patient Safety</i> Guy's and St Thomas' NHS Foundation Trust <ul style="list-style-type: none"> • understanding the root cause of variation: process control and the management of variation • Changing and Redesigning Processes to improve discharge planning • reducing variation and delay in the patterns of patient discharge • improving predictability in length of stay in practice
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14.25	Using Care Pathways as a tool for Service Redesign A. Care Pathways improving productivity Sue Hindle-Smith <i>Care Pathways and Knowledge Manager</i> NHS West Midlands <ul style="list-style-type: none"> • improving productivity through pathways: critical success factors • the business case for Care Pathways: engaging clinicians and managers • case studies and examples of Care Pathways improving productivity in practice
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14.45	B. Care Pathways for Service Redesign across healthcare boundaries Lynne Leyshon <i>Assistant Director, Transformation - Clinical Pathway Redesign</i> Torbay Care Trust/NHS Devon <ul style="list-style-type: none"> • engaging frontline staff in delivering Change and Redesign across Care Pathways • Care Pathways: a transferable methodology that delivers change • the use of pathways to reduce variation in the quality and value of care
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15.05	Linking Redesign to Quality, Innovation, Productivity and Prevention (QIPP) Angela Brown <i>Associate Director Clinical Quality</i> NHS North West <ul style="list-style-type: none"> • Redesign to promote Quality, Innovation, Productivity and Prevention (QIPP) • embedding QIPP into Redesign • our approach and developments in NHS North West
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15.30 Questions and answers, followed by tea and exhibition at 15.40

FOCUS: LEAN THINKING, REDESIGN AND INNOVATION

16.00	Lean Thinking and Redesign Ian Stewardson <i>Director of Service Modernisation</i> St Helens & Knowsley NHS Trust with David Howard <i>Process Improvement Practitioner</i> The Manufacturing Institute <i>The Manufacturing Institute is a charity delivering end-to-end lean transformation programmes in healthcare trusts and blue-chip enterprises in the UK and Europe.</i> <ul style="list-style-type: none"> • Lean explained • eliminating waste to improve patient care • involving and engaging frontline staff involved: where to start
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16.45	Redesign for Innovation Dr Steven Laitner <i>General Practitioner and Consultant in Public Health Medicine</i> Associate Medical Director, East of England SHA Clinical Advisor to 18 Week National Implementation Team Department of Health <ul style="list-style-type: none"> • Redesign and transformation • integrating Innovation into Redesign programmes • our approach and developments
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17.15 Questions and answers, followed by close

OR WORKSHOP

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Workshops Please tick if you plan to attend a workshop

Workshop 1: Lean Thinking and Redesign Workshop 2: In-depth Process Mapping and Redesign

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The handbook will be sent out a week after the conference, please fill in the 'Your details' section above for delivery.
Handbooks ordered up until two months after the conference will be supplied as a hardcopy in an A4 ring binder, those ordered after this time will be posted as a PDF document on CD.

Venue
Manchester Conference Centre, UMIST, Weston Building, Sackville Street, Manchester, M1 3BB. A map of the venue will be sent with confirmation of your booking.

Date
Wednesday 24 February 2010.

Conference fee

£365 + VAT (£428.88) for NHS, social care, private healthcare organisations and universities.

£300 + VAT (£352.50) for voluntary sector/charities.

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