

A Joint Healthcare Events and Manufacturing Institute Conference

Lean Transformation in Healthcare

Thursday 1st July 2010
Cavendish Conference Centre, London



Chair and keynote speakers:

Andrew Corbett-Nolan

Director
Good Governance Institute
and Fellow
Open University Business School

Professor Stewart Robinson

Professor of Operational Research
Warwick Business School University
of Warwick

Eilish Henry

Head of Healthcare Consultancy
and Education
The Manufacturing Institute

Topics include:

- Meeting the Quality and Productivity Challenge
- Building a world class Lean organisation
- Leading Lean transformation in your organisation or clinical specialty
- Translating Lean into a meaningful and organisation-specific programme
- Implementing a transformational approach
- Building a Lean culture
- Transforming good ideas into workable solutions for the NHS

PLUS Focus session:

- Key elements of a Lean Transformation approach

An IHM recognised conference



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"Through lean transformation we see a future for the NHS where operational excellence is embedded in the culture and is relentlessly pursued by everyone in the organisation, where organisational change and employee training support continuous improvement, and where healthcare in the UK is truly world class."

THE MANUFACTURING INSTITUTE

Feedback from previous delegates:

"Very useful indeed. I will take much of the advice from these lectures back to my daily work"

WORTHING AND SOUTHLANDS HOSPITAL

"Very interesting, useful and well organised"

EAST LONDON NHS FOUNDATION TRUST

"Well organised, quality speakers, met expectations"

INTERNATIONAL JOURNAL OF INTEGRATED CARE PATHWAYS

In 2008, Ara Darzi's High Quality Care for All set the vision for an NHS that holds quality, patient choice and information at its core. Over a year on and the emphasis on quality continues to lead the change process, with innovative techniques including Lean Thinking.....

Lean is a practical way of improving processes where results are seen quickly and can be applied to all activities of an organisation – It's about getting the right things to the right place, at the right time and in the correct quantities, while minimising waste and being flexible and open to change.

"Lean brings into many industries, including healthcare, new concepts, tools and methods that have been effectively utilised to improve process flow. Tools that address workplace organisation, standardisation, visual control and elimination of non-value added steps are applied to improve flow, eliminate waste and exceed customer expectations."

NHS INSTITUTE FOR INNOVATION AND IMPROVEMENT, LEAN THINKING

As part of the Quality Improvement Tools and Techniques series, this joint Healthcare Events and Manufacturing Institute conference examines Lean Transformation in Healthcare. Following the chairman's introductions, **Professor Stewart Robinson** *Professor of Operational Research Warwick Business School University of Warwick* opens the conference with a presentation on meeting the Quality and Productivity Challenge through Lean. The morning continues with a variety of sessions including: building a world class Lean organisation and leading Lean transformation in your organisation or clinical specialty.

"The economic challenge now facing this country makes the quest for quality an absolute necessity. High quality care is not an unaffordable luxury but the centre piece. In healthcare, quality and efficiency are two sides of the same coin"

LORD ARA DARZI, HIGH QUALITY CARE FOR ALL, JUNE 2009

The conference concludes with a closing keynote session on transforming good ideas into workable solutions for the NHS.



10.00 **Chairman's introduction**

10.10 **Meeting the Quality and Productivity Challenge**

Professor Stewart Robinson
Professor of Operational Research
Warwick Business School University of Warwick

- the case for Lean
- developing a Lean framework for the NHS
- effective and sustainable Lean practices in healthcare
- feasibility of change and barriers

10.40 **Building a world class Lean organisation**

Eilish Henry
Head of Healthcare Consultancy and Education
with Peter Sussex
Principal Consultant
The Manufacturing Institute

- the Lean Transformation model
- the technical / systems change process
- the people and behaviours change process

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.

11.25 Question and answers, followed by coffee and exhibition at 11.35

FOCUS: Key elements of a Lean Transformation approach

12.00 **Leading Lean transformation in your organisation or clinical specialty**

Julie Gledhill
Manpower Planning Manager
Jaguar LandRover Halewood

- executive leadership coaching for Lean Transformation
- leadership behaviours for Lean
- understanding the implications of Lean on the organisation

12.35 **Translating Lean into a meaningful and organisation-specific programme**

Christina McMinn
Head of Service Improvement
with Victoria Nixon and Peter Johnston
Improvement and Development Managers
St Helens and Knowsley Hospitals

- structured problem solving explained
- current state: mapping today's patient journey
- future state: developing a vision of the future patient journey

13.10 Questions and answers, followed by lunch and exhibition at 13.20

14.10 **Implementing a transformational approach**

Corinne Siddall
Director of Operations
and Charlie McGibney
Associate Director of Clinical Improvement and Transformation
Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

- implementing the vision
- challenges and benefits of implementing a transformational approach

14.55 **Building a Lean culture**

Michael Cordon
Training Manager
O.C. Tanner Company USA
O.C. Tanner are winners of the internationally recognised Shingo Prize for Operational Excellence

- creating a culture of capable and committed employees
- building relationships between team members and leaders
- coaching team members to improve performance and meet or exceed expectations
- becoming a great coach
- understand how training is a key to developing people

15.40 Questions and answers, followed by tea and exhibition at 15.50

16.00 **Closing keynote session: Transforming good ideas into workable solutions for the NHS**

Speaker to be announced

16.45 Questions and answers followed by close at 17.00

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Conference Registration

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Job Title

Department

Organisation

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Please write your address clearly as confirmation will be sent by e-mail.

If you prefer confirmation by post please tick this box.

Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

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Signature

Date

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For office use only

Conference handbook I cannot attend the conference but would like a copy of the conference handbook which includes speaker slides @ £69 a copy.

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.

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Venue

Cavendish Conference Centre, 22 Duchess Mews, London, W1G 9DT. A map of the venue will be sent with confirmation of your booking.

Date

Thursday 1st July 2010.

Conference fee

- £365 + VAT (£428.88) for NHS, social care, private healthcare organisations and universities.
- £300 + VAT (£352.50) for voluntary sector/charities.
- £495 + VAT (£581.63) for commercial organisations.
- £300 + VAT (£352.50) for IHM members.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 17.5%.

Group rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms and conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Confirmation of booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Accommodation

On confirmation of your booking you will receive details of accommodation.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 020 8481 0354, or email carolyn@healthcare-events.co.uk

Credits

This conference is recognised by the Manufacturing Institute and IHM, Accredited by the Royal College of Physicians, London, approved by the Association of Surgeons of Great Britain and Ireland and Accredited by the RCN accreditation unit.

For more information contact Healthcare Events on **020 8541 1399** or email **naomi@healthcare-events.co.uk**

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