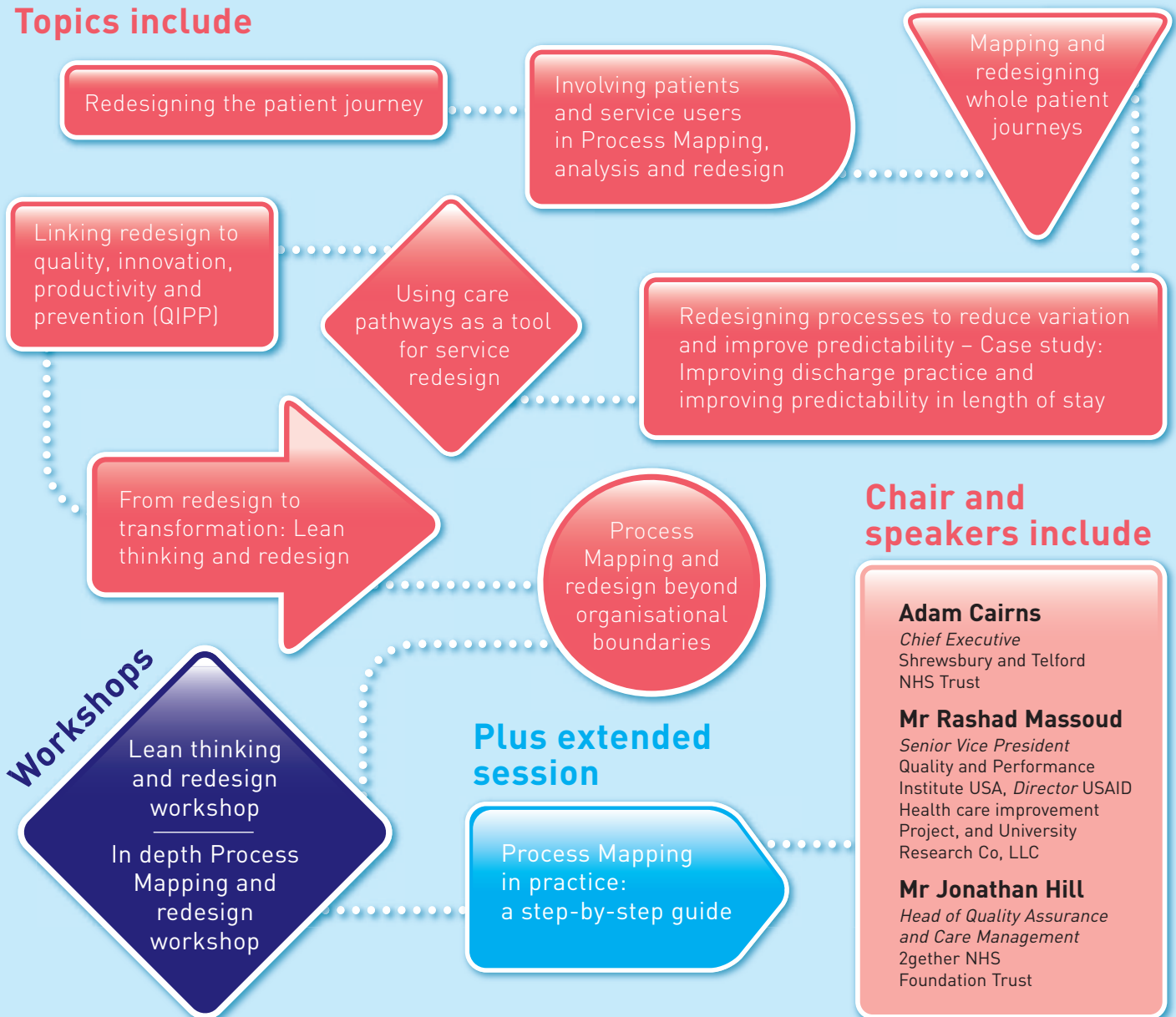


Redesigning processes, change and innovation to improve the Patient Journey

# A Practical Guide to Process Mapping, Analysis and Redesign

Wednesday 15 September 2010 Cavendish Conference Centre, London

## Topics include



## Chair and speakers include

**Adam Cairns**

Chief Executive  
Shrewsbury and Telford  
NHS Trust

**Mr Rashad Massoud**

Senior Vice President  
Quality and Performance  
Institute USA, Director USAID  
Health care improvement  
Project, and University  
Research Co, LLC

**Mr Jonathan Hill**

Head of Quality Assurance  
and Care Management  
2gether NHS  
Foundation Trust

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**“We share a commitment to improve health and healthcare. This is our driving principle, the focus through our QIPP work on facing the new financial realities and strongly endorsed by the Secretary of State with his commitment to world class outcomes. Where this requires change in the configuration of services we need to lead those processes to build confidence within the service and with the patients and communities we serve.”**

DEPARTMENT OF HEALTH, SERVICE RECONFIGURATION,  
SIR DAVID NICHOLSON KCB CBE, NHS CHIEF EXECUTIVE

## Workshops

11.45-13.00

### Lean thinking and redesign workshop

**Facilitated by:  
Representative,  
The Manufacturing Institute**

*This workshop will focus 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 workshop

**Facilitated by: Mr Jonathan Hill**

*Head of Quality Assurance and Care Management  
2gether 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

This one day tenth annual conference focuses on the redesigning processes, change and innovation to improve the patient journey. Following the chairman's introduction, **Mr Rashad Massoud** Senior Vice President Quality and Performance Institute USA, Director USAID Health care improvement Project, and University Research Co, LLC will deliver a presentation on redesigning the patient journey, discussing Process Mapping and redesign, Quality, Innovation, Productivity and Prevention, mapping and analysing the patient journey to identify areas for improvement, and does improving quality across the patient pathway save money.

The morning continues with an extended interactive session from **Mr Jonathan Hill** Head of Quality Assurance and Care Management 2gether NHS Foundation Trust, who will discuss planning and preparing a Process Mapping exercise, understanding the jargon, symbols and shapes, allocating value to the process map, tips for ensuring the exercise provides the information you need to understand the patient journey and how to identify areas for improvement.

Two facilitated workshops will run alongside the main conference programme. The first **Lean thinking and redesign** will focus in lean healthcare and the essentials for success. The second, **In depth Process Mapping and redesign**, an interactive workshop, which will take delegates through the Process Mapping process with a hands on experience through the use of case study exercises.

**Manjinder Singh Dhesi** Programme Manager – East Midlands and East of England NHS Institute for Innovation and Improvement will discuss linking redesign with QIPP, redesign to promote QIPP, embedding QIPP into redesign, the approach and developments from the NHS Institute and tools for sustainability and innovation.

**“Since last year, care pathways, designed by clinicians to set out what the future of care should look like in each NHS region, are being actively used to determine the numbers and types of professionals we need for the future”.**

DEPARTMENT OF HEALTH, HIGH QUALITY CARE FOR ALL, OUR JOURNEY SO FAR

The conference concludes with a session from Professor **John Bullivant** Director and Joint Author Governance Between Organisations Special Advisor to the Good Governance Institute The Good Governance Institute will deliver a presentation on Process Mapping and redesign beyond the organisational boundaries and will discuss mapping and redesign services across organisations, developing an integrated pathway of care including self care and learning from a redesigned integrated care service pilot.

10.00	<b>Chairman's welcome</b>	
10.10	<b>Redesigning the patient journey</b>	
	<b>Mr Rashad Massoud</b> <i>Senior Vice President</i> Quality and Performance Institute USA, <i>Director</i> USAID Health care improvement Project, and University Research Co, LLC	<ul style="list-style-type: none"><li>■ Process Mapping and redesign quality, innovation, productivity and prevention</li><li>■ mapping and analysing the patient journey to identify areas for improvement</li><li>■ does improving quality across the patient pathway save money?</li></ul>
10.40	<b>Involving patients and service users in Process Mapping, analysis and redesign</b>	
	<b>David Gilbert</b> <i>Director</i> In Health Associates: a patient centred management consultancy and <i>co founder</i> The NHS Centre for Involvement	<ul style="list-style-type: none"><li>■ seeing the journey through the patient's eyes: making this real for frontline staff</li><li>■ engaging patients and service users to inform service planning, development and redesign</li><li>■ using patient experience data to improve services: examples of good practice</li></ul>
11.10	Questions and answers, followed by coffee and exhibition at 11.20	
11.45	<b>EXTENDED INTERACTIVE SESSION</b> <b>Process Mapping in practice: a step-by-step guide</b>	
	<b>Mr Jonathan Hill</b> <i>Head of Quality Assurance and Care Management</i> 2gether NHS Foundation Trust	<ul style="list-style-type: none"><li>■ where to start: planning and preparing a Process Mapping exercise</li><li>■ understanding the jargon, symbols and shapes</li><li>■ allocating value to the process map</li><li>■ tips for ensuring the exercise provides the information you need to understand the patient journey</li><li>■ how to identify areas for improvement: questions to ask when analysing the map</li></ul>
12.30	<b>Mapping and redesigning whole patient journeys</b>	
	<b>Anne Spence</b> <i>Programme Director Patients 1st Programme</i> Royal Surrey County Hospital NHS Foundation Trust	<ul style="list-style-type: none"><li>■ mapping and viewing the whole patient journey</li><li>■ making processes flow for the patient and reducing waste</li><li>■ streamlining and improving efficiencies within patient pathways</li><li>■ case studies from the Royal Surrey</li></ul>
13.00	Questions and answers, followed by lunch and exhibition at 13.10	
<b>FOCUS: REDESIGN, CHANGE AND INNOVATION TO IMPROVE THE PATIENT JOURNEY</b>		
14.00	<b>Redesigning processes to reduce variation and improve predictability</b> <b>Case study: Improving discharge practice and improving predictability in length of stay</b>	
	<b>Representative</b> NHS Improvement	<ul style="list-style-type: none"><li>■ understanding the root causes of variation: process control and the management of variation</li><li>■ changing and redesigning processes to improving discharge planning and reduce delays</li><li>■ improving predictability in length of stay in practice</li><li>■ changing roles and ways of working: developments</li></ul>
14.30	<b>Using care pathways as a tool for service redesign</b>	
	<b>Angela Hughes</b> <i>Care Pathways Manager</i> Cardiff and Vale NHS Trust	<ul style="list-style-type: none"><li>■ improving productivity through pathways: critical success factors</li><li>■ understanding variance and variance analysis as a tool for improvement</li><li>■ the business case for care pathways: engaging clinicians and managers</li><li>■ case studies and examples of care pathways and associated tools for improving productivity in practice</li></ul>
15.05	<b>Linking redesign to quality, innovation, productivity and prevention (QIPP)</b>	
	<b>Manjinder Singh Dhesei</b> <i>Programme Manager – East Midlands and East of England</i> NHS Institute for Innovation and Improvement	<ul style="list-style-type: none"><li>■ redesign to promote quality, innovation, productivity and prevention (QIPP)</li><li>■ embedding QIPP into redesign</li><li>■ our approach and developments from the NHS Institute</li><li>■ tools for sustainability and innovation</li></ul>
15.30	Questions and answers, followed by tea and exhibition at 15.40	
16.00	<b>From redesign to transformation: Lean thinking and redesign</b>	
	<b>Charlie McGibney</b> <i>Associate Director of Clinical Improvement and Transformation</i> Blackpool Flyde and Wyre Hospitals NHS Trust	<ul style="list-style-type: none"><li>■ lean transformation explained</li><li>■ eliminating waste to improve patient care</li><li>■ developing a culture of lean: involving and engaging frontline staff</li><li>■ our experience in Blackpool</li></ul>
16.45	<b>Process mapping and redesign beyond organisational boundaries</b>	
	<b>Professor John Bullivant</b> <i>Director and Joint Author</i> <i>Governance Between Organisations</i> <i>Special Advisor to the Good Governance Institute</i> The Good Governance Institute	<ul style="list-style-type: none"><li>■ mapping and redesigning services across organisations</li><li>■ developing an integrated pathway of care including self care</li><li>■ learning from a redesigned integrated care service pilot at Tower Hamlets</li></ul>
17.15	Questions and answers, followed by close 17.20	

OR WORKSHOP

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**Workshop** *Please tick if you plan to attend the workshop*  **11.45-13.00** Lean thinking and redesign workshop  **14.00-15.30** In depth Process Mapping and redesign workshop

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

**Date**  
Wednesday 15 September 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%.

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