

17 March 2011

Designing Ideal Future Pathways for South Taranaki Health Gemba Research - 3 Day Workshop

Overview of the three day workshops

The workshop from 27 – 29 April 2011 will cover:

- Introduction to Lean Thinking and how it can be applied Healthcare
 - This process has been used by a number of leading edge health systems around the globe including Group Health, Kaiser and the NHS in the UK.
 - Overview of the process used by the Midland Regional Health Network to develop the new model of care for implementation in the new Integrated Family Health Centres and the outcomes of this work.
- Creation of two views of the health system from a patients view
 - **The current system**, identifying a patient journey and the key enablers to support that journey, and then the development of a future view, or how a perfect system could look if things were rearranged around the patient.
 - Workshop participants will work in parallel teams to map (from a patients' view) the current General Practice, Hospital and "Other" processes. Workshop participants will use the current state maps to help identify improvement opportunities.
 - Everyone will be actively involved to do the mapping on the walls using many post-it notes that will be converted into electronic format afterwards.
- The same teams will then design ideal / future state maps using the same format.
- The final output from this workshop will be to agree action plans and priorities against a collectively agreed future view of the whole system.

