

## The Alturos Blended Lean Programme for Healthcare:

Current demands on the healthcare economy require proven improvement methods for delivering fast and tangible results.

The unique framework from Alturos - The Blended Lean Programme for Healthcare - takes you to results - fast.

The Blended Programme moves you beyond awareness of Lean in healthcare. It is *'learning by doing'*: some theory and concepts but majoring on practical application.

The delegates can often go from first steps in Lean to Lean results in as little as 5 weeks.

### How Does It Work?

Management and delegates select a project or area for service improvement. This is based on your organisation's unique needs. The projects will usually feature one or more of the dimensions of quality, speed and cost of service delivery.

Delegates are then trained by our healthcare specialists in the specific Lean techniques required for healthcare processes. The training also encompasses the all-important people part of improvement changes.

Deployment of the improvement projects then starts in the workplace. The delegates work with the Alturos tutor during the implementation and evaluation stage: keeping projects on-track and measuring the results.

**Option 1:** Attend a public Blended Lean Programme (maximum 15 delegates)

**Part 1: 3 days interactive tuition;**

**Part 2: 3 Days practical Lean investigation;**

**+ delegates can select to take part in 6 Days implementation support.**

Alturos Blended Programmes are designed for flexibility; so there are 4 locations - Central London, West Midlands, Leeds and Bristol – and these are planned so as to run 4 times each year.

\* Part 2 dates are arranged with each delegate group to suit needs of chosen projects.

**Option 2:** Run a Blended Lean Programme in house for your organisation (£POA)

### Register or enquire now:

☎ **0870 471 7127** or ✉ **info@alturos.co.uk**

### Who can the programme help?

Anyone in the healthcare sector seeking to achieve efficiency savings and productivity gains without compromising service quality; those involved in achieving **CQUIN** goals; those involved in the 12 national **QIPP** work streams – particularly:

*Safe Care; Right Care; Long Term Conditions; Urgent Care; End of Life Care; Back Office Efficiency; Procurement; Clinical support; Staff productivity; Medicines use & procurement.*

## Latest Results

BLP cohort November 2010:

East of England Acute Trust delegate reporting anticipated additional income from overseas patients of circa £100k having designed new processes using Lean principles.



*"I can see real practical benefits from this work - balanced by thoughts of "oh my god when will I get time". I think we simply have to make this our prime focus in order to release staff time to do other, better things - the things that only they can do - i.e. see patients."*

**Jayne, Locality Manager, NHS, Leicester**

*"Many thanks for the time and effort you put in to our course. I left with a more positive outlook on my ability to make an improvement towards patient care. I feel that I now have some skills which will enable me to develop an improved working environment and ability to get others enthused in the same way."*

**Simon, Consultant, NHS, Birmingham**

## Sample of current programmes and delegate projects:

### ***Mental Health cohort - Central London:***

- Placement & relocation of service users in supported accommodation;
- Waiting times in child development centre;
- Day hospital processes;
- Discharge summary reporting delays;
- Standardising 15 different referral forms;
- Placement of service users via complex care and placement panels.

### ***Acute Trust cohort - East of England:***

- Service Line Management for speciality medicine;
- Antenatal booking process;
- Reducing patient transfer from ward to theatre;
- Alignment of children's allergy services with NICE guidelines;
- MDT meetings for Paediatric Cancer.

## Sample of our facilitators:

***Dr John Coleman:*** has a deep practical and intellectual understanding of complex organizational systems and how innovation can flourish or flounder within them. John has developed experiential learning tools and simulations for NHS staff, to give pertinence to quality improvement principles, tools and techniques within healthcare settings. John's broad practical experience is complemented by his own Doctoral research which looked at organisational systems and the development of innovative practice.

***Tim Franklin:*** is a thought leader in Organisational Culture and Continuous Improvement, developed from over 16 years experience. Tim developed his deep insight into continuous improvement and organisational culture through two strands. Firstly, in commerce and industry, developing gritty, practical experience through leading organisation-wide continuous improvement and change programmes at a senior level. Secondly, by augmenting his practical experiences with academic study. Following an MBA, Tim commenced Doctoral research (completed September 2010) looking at the effects that organisational culture has on continuous improvement performance.

***Dr Alastair Williamson:*** is a consultant anaesthetist within the NHS and a clinical advisor to Alturos Ltd. Dr Williamson first became aware of continuous improvement during his secondment to the modernisation agency. However, in 2006 it took on a new meaning when he started to apply quality and service improvement within his own area of responsibility. At that time he was clinical director. Unusually for someone in such a senior role, Dr Williamson became involved in a hands-on way and thoroughly enjoyed the experience. Since that time he has continued to apply continuous improvements, working with fellow clinicians and operational staff to improve patient pathways and service areas. His intimate understanding of the NHS from a clinical perspective adds further capacity to Alturos to gain clinical engagement in quality and service improvement projects.

## Fax Booking Form

☎ Fax to 0870 471 7128

✉ Or email scanned copies to [info@alturos.co.uk](mailto:info@alturos.co.uk)

**Please book the following person/s onto the Blended Lean Programme for Healthcare as follows:**

Name of delegate/s	Title of delegate/s	Email address of delegate/s	Telephone of delegate/s

**Please tick your choice of programme location and dates:**

- Central London;  
 Birmingham;  
 Bristol;  
 Leeds.
- Quarter 3 2011;  
 Quarter 4 2011;  
 Quarter 1 2012.

**Payment:**

Purchase Order Number: \_\_\_\_\_

Invoice address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Invoice contact: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Terms and Conditions:**

*Payment (cleared funds) must be received at within 30 days of invoice date or at least 14 days before programme start date (whichever is soonest) Cancellation fee of 50% when cancelled with 20 working days or more notice and 100% where 19 working days notice or less given.*

