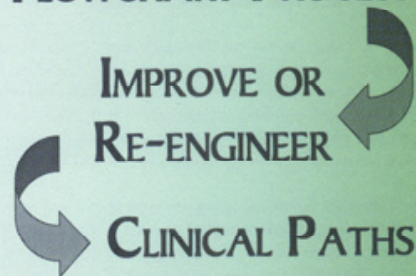
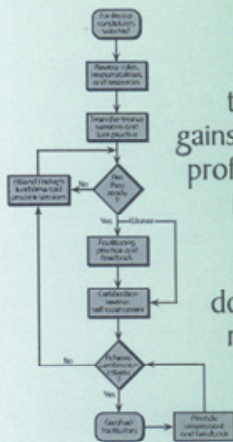


Facilitation and Implementation

FLOWCHART PROCESS



THAT RELIABLY AND PREDICTABLY
PRODUCE TARGETED CLINICAL
AND SERVICE OUTCOMES



91% of surveyed organizations found they were able to make gains in both efficiency and profitability while trying to improve organizational performance. They discovered that doing the right thing, the right way, the first time, is also efficient and profitable.

LEARN METHODS FOR IMPROVING CLINICAL
OUTCOMES WHILE WORKING WITHIN
EVER-TIGHTENING COST CONSTRAINTS

Objectives

According to Deming, if we're not getting the results we want, 85% of the time it is because of the process. If we do poorly on a test, it's a safe bet that we didn't study hard enough, didn't ask enough questions, or partied too late the night before. This session is devoted to the process, it's development, breakdowns, and improvements. Specifically, at the session end participants will be able to:

- Appreciate the value of flowcharting as a group process tool for designing and improving processes;
- Decide if a process should be left alone, improved, or re-engineered;
- Use flowcharting as a foundation for cross-functional clinical path design;
- Ensure the effectiveness and efficiency of processes to determine opportunities for improvement

Program Content

Overview of different flowcharting techniques: Standard, top-down, matrix, overlap • Analyzing a flowchart • Breakdowns, bottlenecks, disconnects, hand-offs ➔

When to pass on a project or process • improve the process or re-engineer. That is the question • What factors should be considered? • What data should be gathered? ➔

Stepping into clinical pathways • Flowcharts as a starting point and foundation • Cross-functional analysis and coordination • How to resolve disagreements between the process owners ➔

Building effectiveness and efficiency into your processes • How is it done? • How is it measured?