

Starting Your NUHS Way Project Course

Course Objectives

- To learn and understand the NUHS Way for lean applications in healthcare

Course Contents

- Overview to Lean Healthcare
- Project scoping and A3 reporting
- Problem solving tools: Value Stream Mapping, Gap Analysis, Patient Care Simulation, Lean concepts, Change Management etc.

Course Duration

- 2 days (9am – 5pm)

Target Audience

- Nurses
- Other medical professionals
- Public

Course Fee (excluding GST)

- \$825/ participant (inclusive of course materials and daily tea-break)

Course Requirements

We encourage participants to come with a project in mind. This will enable the participants to apply and practise the various tools that are taught during the 2-day course.

Programme Overview – Day 1

- 9:00 Introduction
- 9:30 Senior Leader Welcome & Why Change?
- 10:00 Tea Break
- 10:15 Problem Solving with Plan Do Check Act (PDCA)
 - Project scoping
 - Overview of A3
 - Defining background and problem
 - Goal setting
 - Practice & presentation session
- 12:00 Lunch
- 13:00 Value Stream Mapping (VSM)
 - Current VSM
 - Practice & presentation session
- 15:15 Tea Break
- 15:30 Gap Analysis
 - Fishbone diagram
 - Root cause analysis
 - 5 whys
 - Practice & presentation session
- 17:00 Home sweet home

Programme Overview – Day 2

9:00 Patient Simulation Game & Lean Concepts (Round 1)

10:00 Tea break

10:15 Continue Patient Simulation Game (Round 2 & 3)

- Cell concept
- Standard work
- Visual management
- 6S
- Continuous flow vs batching
- Takt time
- Pull system
- Quick set-up
- Error proofing
- Process preparation (2P)

12:15 Lunch

13:15 Introduction to Value-Driven Outcome

13:30 Solutionising

- Future VSM
- Prioritising solutions

15:30 Tea break

15:45 Managing change

16:15 Moving forward

16:30 Quiz & evaluation

17:00 Home sweet home