

Two to three hour Workshops

5 Quality Tools

In quality management five tools are often used: the fishbone diagram, the check sheet, the flow chart, the Pareto chart and 5-why's. This workshop will teach the participants how to use these tools.

5-S

5S is the name of a workplace organization method that uses a list of five **Japanese** words: seiri, seiton, seiso, seiketsu, and shitsuke. Translated in English to *sort, set in order, shine, standardize and sustain*. This workshop answers the question how to organize a work space for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order.

Accreditation

Accreditation, mandatory (e.g. by government) or voluntary (e.g. by JCI) is a demanding process. How can we prepare ourselves optimally for an accreditation?

Appraisal

A crucial tool in Human Capital Management and very supportive to quality is an effective appraisal system (for staff and management). This workshop describes the ins and outs of such a system fit for use in the context of the participants.

Auditing

In this workshop we investigate what auditing is and what attitude, or rather virtues an auditor needs to be able to be effective.

Coaching

Modern leadership requires managers to become more servants, facilitators than the traditional bosses. An important skill for that task is coaching. This workshop goes into the core of the coaching style of a leader, using the coach model and the critical incident method.

Commitment

Reaching excellence requires committed management as well as staff members. What makes people committed to their job? And what managers do to facilitate that process?

Coping with resistance to change

Quality improvement most of the time requires people to change their behavior or attitude. It is not easy to achieve that change.

In this workshop the question will be addressed how we can facilitate people to make the necessary change.

Dynamic Project Management

A project is a temporary activity with a multidisciplinary group of people to achieve a pre-defined goal. In this workshop we learn the basic steps of project management (phasing, deciding and controlling). Furthermore we look into the situation that the future is less predictable, more emergent.

EFQM

The European Foundation for Quality Management developed an instrument that is sued for the European Quality Award: the Excellence Model. What is the EFQM Excellence Model and how can you make easily use of it?

Fish!

Fish! Is a methodology for leadership, originated from a fish market, but used very successfully in healthcare too. This workshop leads you through the four steps of the Fish! methodology.

FMEA

The Failure Mode and Effect Analysis method helps to identify risks, its probability of occurrence, its severity if it occurs and the possibility of detection. It helps us to analyze and prevent failures.

Followers

Leading is one thing, but creating followers is another. How important are followers and how do you support people to follow you?

Goal setting

Planning, if it is a strategic plan or an improvement plan or even a personal development plan asks for setting goals. How can we set SMART goals that really help us to achieve them?

Joint Commission International Accreditation, ISO or Accreditation Canada?

There are many approaches to quality management, many options to get certified or accredited. Which one fits your organization best?

Improvement tools

This workshop addresses two improvement tools: an improvement plan and an improvement board. Both tools are practical to use in any healthcare setting.

Incident reporting

Incidents, misses and near-misses occur in healthcare institutes. Important is that we know when, what has happened by incident reporting. This helps to analyze the causes and prevent the incident from happening again.

Innovative organizations

What are the characteristics of innovative organizations? They proclaim self management, purpose and wholeness. How is that done?

Key Performance Indicators

If you want to follow your organization in its development and achievements you need key performance indicators (KPI's). What is a KPI? How many do you need/ Which do you need?

Leadership Styles

There is no one way to be a best leader. In this workshop we examine the difference between being a manager and a leader. Furthermore the question will be answered which leadership styles we need to be most effective.

Learning community

Healthcare organizations need to look for synergy. Within the cooperation they are part of and in the healthcare chain. How can we benchmark with other similar institutes? How can we learn from partners in the chain? How can we create a learning community?

Management contract and management report

Once we have agreed on strategic objectives most of the time departments need to walk the talk. A management contracting and reporting system is a tool that you can use to keep track on your strategic objectives.

Metaphor method

A metaphor is a powerful instrument to use when you want to understand your organization and discuss this with your management team. The metaphor method might help you to define the status quo and the steps to take towards the future.

Patient delight

Nowadays it is not enough just to satisfy a client, patient, resident in healthcare. As part of a Person Centered healthcare strategy we want to create an experience, we want to delight the patient. How can we do so? To what extent is sympathy different from empathy, different from compassion?

Patient empowerment

More and more it is acknowledged that the patient and family are partners in a healthcare team and need to be involved in the decision making process. This workshop focuses on the question how to involve patients and family.

Person Centered Healthcare

We prefer Person Centered Healthcare above Patient Centered Healthcare. Not every healthcare institute has patients, and people in a hospital are more than just a patient, are more than their illness. This workshop gives an overview of your organization's strengths and weaknesses in Person Centered Healthcare.

Purpose of your organization

We know mission, vision and values and these are often used to define the organization. We propose in this workshop to think about the organization's purpose, vision and virtues. In doing so staff will get much more guidance and will know where to go.

PDCA and ACCRA ©

The core of quality management is the PDCA-cycle. This instrument is often wrongly understood. Furthermore it is not applicable in all situations. This workshop helps to better understand the PDCA and provides an alternative.

Process management

Any organization has to deal with processes. These processes need to be clear to everyone involved. How can you describe a process? And how do we keep the process description flexible to deal with the changing environment?

Quality Manager

Healthcare organizations often assign quality managers, quality officers, quality auditors. What are the tasks of those people? What competences are needed to be able to perform well, especially within your context?

Reflection

An important competence of a professional in general and a manager in particular is to be able to reflect on what and how the organization and he himself achieves. This workshop provides some practical tools for reflection.

Satisfaction measurement

To measure your success as a healthcare organization you need KPI's and satisfaction or loyalty measurements. How do you measure that with patients, staff, management?

Shield of passion

Often healthcare staff starts their career passionately, but lose their passion on the way. This workshop can help people to regain their passion or at least to know what they need to do to stay passionate in their work, which is an important prerequisite for quality. Part of the workshop will deal with the participants core qualities.

Strategic Planning

A healthcare organization needs to develop a strategic plan for the next five years, based on its purpose and virtues. Some research states that 75% of strategic plans do not deliver the intended outcomes. How can we develop a strategic plan that works?

Sustainability

Organizations, especially in healthcare want to support sustainability, want to be corporate responsible. Waste management is an important issue in this respect. What does that mean for your organization in practice?

SWOP ©

Happy staff makes happy patients. But how can we facilitate staff to stay or be happy? And, even more important, what can staff themselves do to stay happy in their work? This workshop answers the question what makes patients and staff happy, using the SWOP © tool. SWOP © stands for attention to the Self, the Work, Others and your personal Purpose.

Time management

We are all so busy, so full of tasks. Sometimes we have problems to manage the little time we have. Time management is a competence that can be learned. This workshop helps.

Tracer Methodology

Tracer methodology follows patient through the entire continuum of care. Concurrent, rather than retrospective, approach is seen as a plus. Walk around creates opportunities to observe many different activities. The methodology is used by the Joint Commission International to audit organizations that want to be accredited, but can be very well used for internal auditing as well.

Transformational leadership, authentic leadership or both?

Many modern theories of leadership are promoted, also in healthcare. Two important approaches are transformational leadership and authentic leadership. What does these approaches mean and to what extent are you at the moment transformational or authentic?