



Moving from Process Improvement to Process Management

Thursday, April 29, 2010, 12:00 PM–5:15 PM (EASTERN)



OVERVIEW | SYNOPSIS

Move from individual process improvement projects to overall process management at your facility. In this comprehensive live Webcast, which you can attend from the convenience of your own computer, healthcare consultant **Ken Rohde** will offer a big-picture perspective of how you can implement methods to focus on performance improvement and effective management of your processes. A case study will be examined to demonstrate practical application of process management to effect a positive change at the bedside.

ABOUT THIS SPECIAL, 5-HOUR WEBCAST FORMAT

Moving from Process Improvement to Process Management is a live program that combines all of the great networking opportunities of attending a conference in-person, with the flexible, information-gathering features of a Webcast. Using a Web-based platform, you and your staff can set up anywhere you have an Internet connection. Completely secure and with easy-to-follow prompts, attendees will be able to view multimedia presentations and interact with speakers and other attendees through group chat, one-on-one messaging, and virtual business card exchanges.

Call 800/650-6787 or [click here](#) to register now!

AGENDA

Session 1

Establishing a Process Management Approach to Redesign - 80 minutes (12:00 PM–1:20 PM ET)

- I. Moving from process improvement projects to overall process management—process redesign
 - a. The difference between process improvement projects and process management
 - b. Steps in process management
- II. Selecting your process redesign targets—Do you manage your processes as robustly as you manage your people?
 - a. List your processes
 - b. Clearly define your process requirements and expectations
 - c. Prioritize your process activities
- III. Process Mapping—You can't redesign if you don't know what the process looks like
 - a. Activities & roles
 - b. Cross functional swimlane charts
 - c. Annotate your process maps
 - d. Can you find the problems in these process maps?
- IV. Question Session

1:20 PM–1:30 PM ET BREAK

Session 2

Process Redesign Tools - 80 minutes (1:30 PM–2:50 PM ET)

- I. Assessing your process for safety
 - a. Is your process predictable & under control?
 - i. Control charts
 - ii. Process capability
 - b. Does your process cause harm?
 - i. Evaluate occurrence reports for actual harm
 - ii. FMEAs to identify potential harm
- II. Assessing your process for efficiency—Introduction to three practical LEAN concepts
 - a. Push – pull
 - b. Elimination of waste
 - c. Value-added vs. non-value added work
- III. Question Session

2:50 PM–3:00 PM ET BREAK

Session 3

Redesigning Care - 90 minutes (3:00 PM–4:30 PM ET)

- I. Thinking about process driven integrated care—Applying process redesign methods to the “Nursing Initial Assessment Process”
 - a. What is your organization's definition of integrated care? How do you make it patient centric?
 - i. Clearly defining your process requirements and expectations
 - b. Defining the role of nursing and others in integrated care
 - i. Using your swimlane process maps to clearly communicate this
 - ii. Looking at a process map for “Nursing Initial Assessment Process”
 - c. Evaluating and eliminating potential risks in the process
 - i. Failure modes and success paths
 - d. Searching out and eliminating waste in the process
- II. Question Session

4:30 PM–4:45 PM ET BREAK

Session 4

Making Your Redesign Efforts Payoff - 30 minutes (4:45 PM–5:15 PM ET)

- I. Building a strong process management approach in your organization
 - a. Implementing the seven-step process management approach
 - b. 10 things you can do to strengthen your process management
 - c. Making it happen in your organization

If you are unable to attend the live version of the Webcast, you can also purchase the on-demand version of **Moving from Process Improvement to Process Management**. You will have access to the program—as it was presented live—so you won't miss a thing. The on-demand option is available until June 29, 2010. Participants of the live program receive free access to the on-demand version until June 29.

Visit the program Web site or call customer service to order the on-demand version.

WHO SHOULD ATTEND

- Quality improvement officers
- Risk managers
- Performance improvement specialists
- Patient safety officers
- Department managers
- Respiratory managers
- Clinical and nonclinical managers
- Director of nursing
- Nurse managers
- Case managers

LEARNING OBJECTIVES

During this Webcast, you will learn how to:

- Understand and map your processes
- Evaluate and manage your process for risk
- Evaluate and manage your process efficiency
- Implement your processes through safe and effective policies and procedures
- Integrate your improvements into the Nursing Initial Assessment Process
- Use process improvement strategies to improve patient care

HOW TO REGISTER

Participation in the Webcast is just \$395.

Three easy ways to register:

ONLINE: www.hcmarketplace.com • **CALL:** 800/650-6787 • **E-MAIL:** customerservice@hcpro.com

TECHNICAL REQUIREMENTS—The virtual platform works with a variety of browsers, and Macromedia Flash Player 9 or higher is required. View the [full technical requirements](#) or run a [system check](#) to see whether your computer is ready. **Note:** You will need to disable all pop-up blockers to participate in the workshop.

PROGRAM MATERIALS—Prior to the Webcast, you will receive an e-mail with detailed system requirements, your login information, and presentation slides that you can print and distribute to all attendees at your location. These materials will be provided approximately four days prior to the program and again one day before the program, via e-mail with PDF links. All materials will also be stored in your online briefcase for easy access to download, print or save during the event.

SPEAKER BIOS



KEN ROHDE, senior consultant, The Greeley Company (a division of HCPro, Inc.)

Rohde has more than 27 years of experience in quality and organizational management. He instructs, lectures, and consults in the areas of error reduction strategies, root-cause analysis, improving performance through process simplification, apparent cause analysis, engineering effectiveness and error reduction, and failure modes and effects analysis. He has also presented on effective data collection, analysis and trending, patient safety evaluation and improvement, change management, corrective action program evaluation and redesign, human performance evaluations, and procedure error reduction.

“Ken Rohde is an excellent teacher. I have been a quality professional for 25 years. What I learned will greatly improve my skills.”

—Cindy Allen-Fedor
Metro Health Hospital, Wyoming, MI

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