



"Promoting
Innovation In
Health Care"

PERFORMANCE IMPROVEMENT WORKSHOP

Lessons from Kaiser Permanente (HRT1327)

Wednesday, 13 November 2013

Menzies Hotel, 14 Carrington St, Sydney

Getting Better Results From Your Performance Improvement Program:
Using PI Techniques to improve your PI Projects

The Health Roundtable is delighted to have Michele Fleischacker from Kaiser Permanente, Director of Performance Improvement at the Santa Rosa Medical Centre, to lead a one day workshop on Getting Better Results from Your Performance Improvement Program. Michele leads the Kaiser Permanente performance improvement projects at Santa Rosa, and will share examples of successful projects in key areas of patient care. Her credentials include Black Belt certifications in Six Sigma and Master Black Belt certification in Lean Six Sigma. She coaches clinical teams and performance improvement advisors to deliver high quality, integrated and affordable healthcare.



Aim

Identify ways to get better results from Performance Improvement projects in the Australasian context. Delegates will use examples of their own performance improvement programs to work through the techniques and consolidate learnings.

Who Should Attend?

Senior Project Leaders and Managers of Performance Improvement, Redesign, Quality and Safety Managers.

Registration

The registration fee for this one-day special workshop is \$450 per person plus GST, Please register by 5 October [Click here](#). To maximise interaction, the workshop is limited to 30 participants, with no more than three delegates per health service.

Program	
9.00	Overview Kaiser Permanente's Innovations in Patient Care
9.30	Define: Start with the End in Mind! What kind of Performance Improvement Program would work in your hospital, fit your culture and support your operations plan? Break Out Session
11.00	Identify: What Are the Primary Causes of Your PI Program Not Delivering the Results You Desire? <ul style="list-style-type: none"> ✓ Using Evaluation Models to Measure Current Performance ✓ Identify & Prioritize Causes for Low Scores ✓ How much time and energy? How do you know it's being helpful? ✓ PI Project & People Selection ✓ Develop Your 12 month plan Break Out Session
12.30-	Lunch
1.30	Simplify: What Changes are you going to make to your program structure, governance processes, resources, & skill building? <ul style="list-style-type: none"> ✓ Implement the fixes ✓ Measure ✓ Adapt, Adopt, or Abandon ✓ Measure Outcome to know it had the intended Results Break Out Session
3.30	Control: Develop a Sustainability Plan <ul style="list-style-type: none"> ✓ Examples of a Sustainability Plan ✓ Monitor Process Measures & Annual Outcome Break Out Session
4.30	Top "Take Aways"
5.00	Close



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Registration Form

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Please use only if website registration is not available

Organisation Name		
Registration contact		
Phone	Email	
Delegate Name 1		
Phone	Email	
Delegate Name 2		
Phone	Email	
Delegate Name 3		
Phone	Email	
Conference Package No. of Delegates		@ AUD\$450 + GST (A\$495) per person = AUD\$
Workshop Package includes all Conference Facilities, refreshments and lunches		
TOTAL TO PAY BY 5th Oct 2013		
<p>PLEASE NOTE: This is not a Tax Invoice - if you are unable to register on the website please complete and fax to The Health Roundtable (02 4384 7078) or email to: accounts@healthroundtable.org by 5th Oct 2013. When we receive this form a Tax Invoice will be emailed to you.</p>		