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Change Collaborative

Operations Management Course

8 - 9 February 2023

**Auckland,
New Zealand**

Innovate + collaborate

“ An incredibly valuable training experience. The two biggest takeaways are taking time to be on the balcony and look at the whole system, and putting the why at the center of everything you do. ”

Participant

Hawkes Bay DHB Operations Management Course
November 2021

Nurturing the leaders

Healthy systems need good leadership and health systems need good system leaders. Change Collaborative is committed to building effective health systems.

For the past 18 years we have been working alongside clinical leaders as trusted advisers, strategists, coaches and improvement experts in New Zealand, Australia and the United Kingdom.

In highly complex organisations like hospitals, getting a rhythm going that supports the whole system to be safe and calm can be challenging. We would be delighted to have your participation in Change Collaborative's two-day Operations Management Course.



The programme

Tired of continuous bed block? Change Collaborative brings together local and international experts on hospital operations to help you break the cycle of over-capacity and create a safe and calm hospital.

This course brings together concepts from operations management, improvement science, complexity theory and psychology to support operational and clinical leaders to reset their organisational drumbeat.

Participants will learn, practice and integrate new techniques in dynamic classroom sessions.

Participants will leave the course with an action plan for improving the operations management of their hospital that will improve patient flow and support staff to deliver care in a safe and calm environment.

Objectives

Develop greater understanding of:

- Change in a complex, adaptive system
- Practical steps to improving operational control
- Tools and techniques to enhance personal effectiveness
- How operational improvement supports financial improvement

Establish a lasting network of peers:

- Share ideas and experiences with like-minded peers
- Use course learnings to collectively address local challenges

Who should attend?

We welcome registrations from operations managers (Service, Department, Flow, Bed and Duty Managers) and clinical managers who want to develop their operations management skills.

This course caters to individuals and teams responsible for the daily oversight and management of hospital flow.



Indicative agenda



Day 1

- Creating a Safe & Calm Hospital
- Relieving the bed pressure
- System of Profound Knowledge
- Improving Operational Control: Getting your hospital ops humming
- Understanding variation - demystifying data
- Creating an environment for others to identify, experiment, and sustain change
- Improving financial performance



Day 2

- Planning your Capacity
- System Dynamics: Understanding nonlinear behaviour of adaptive systems
- Production Planning
- What does a COO want from you?
- Roles & Expectations: Cascading the plan up, down and across
- Waitlist Management
- Change adoption: Engaging hearts and minds



Our team



Naila Naseem, Deloitte Partner

Executive and Inner Game Coach. Partner Change Collaborative and Lead Partner for Change Collaborative. Organisational Development and Change lead Change Collaborative. 30 years experience in health and leadership.



Kit Hoeben

Leadership development, operational management, health informatics and performance improvement. Kit inspires and innovates change and is effective in leading and driving effective system transformation.



Jon Scott

International award winning, professional executive and operational consultant. With vast experience in successfully leading multi professional teams within health and social care economies that face operational, budgetary and clinical challenges.

Empowering the thinkers

“Varied and interesting
content, valuable,
relevant, time well
spent.”

**Operations Management Course
Participant**



How to register



To register, please visit:
deloi.tt/3VS7rcN

If you have any queries regarding registration or any other aspect of the course, please contact Mallory on 027 677 3328 or email nzchangecollaborative@deloitte.co.nz

Programme fee:

The fee for the programme is **\$1,200** per person plus GST.

This includes tuition, course materials, lunch and refreshments.

Payment method

Invoices will be distributed following your registration.

Cancellation policy

- Cancellation or withdrawal from the programme may be made until 1 month prior with full refund of fee. Thereafter, a 50% refund of fee will be made unless within 2 weeks prior, where there will be no refund of fee.
- If you elect to a transfer to another Change Collaborative Courses within a month prior to the selected course, pre-paid hotel costs of \$1500 will be deducted and be required to be paid prior to the new course.

“Change begets change...
me mahi tahi tātou!”

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