

The Oxford Business Excellence for Healthcare Professionals

DAY 1

Global Healthcare Models

- Providing 21st Century healthcare
- The Beveridge Model
- The Bismarck Model
- The National Health Insurance Model
- The Out-of-Pocket Model
- Your country's healthcare system?

DAY 2

Introducing the Business Excellence Model

- Origins of Business Excellence
- Baldrige Model
- Deming and the gurus
- EFQM Business Excellence Model
- Other Quality Standards & Frameworks

DAY 3

Results Orientation

- Introduction of RADAR logic
- Determine Results required
- Link Processes to Results
- Are results uniformly delivered?
- Internal & external benchmarks
- Learn from Results

DAY 4

Patient Centered Care (Customer Focus)

- Define excellent care

- New ways of delivering care
- Socio economic factors
- Telehealth
- Technology advances
- Healthcare costs

DAY 5

Leadership and Constancy of Purpose

- External environment
- Organisational capacity
- Management of Risks
- Crisis management (Pandemic)
- Using SWOT analysis and results
- The planning process

DAY 6

Management by Process and Facts

- Designing and managing processes
- Process Outcomes: Efficiency and Effectiveness
- Single and Double Loop thinking
- Innovation vs protocols
- Teamwork
- Seeking and using patient feedback

DAY 7

People Development & Involvement

- Developing all staff
- How essential are top class clinical skills?
- We are all in it together...
- Key people skills: communicating, delegating, persuading
- Overcoming silo mentality
- Management, Clinicians and HR

DAY 8

Partnerships: Primary, Secondary, Tertiary Health and Social Care

- Roles & responsibilities
- Information exchange
- Why HEALTH and social care?
- Other partnerships: the not for profit sector
- Supporting families and communities
- Measuring effectiveness

DAY 9

Public Responsibility

- The Four principles of health care ethics
- Different perspectives: manager, clinician, patient
- Managing growing costs of research and provision
- Managing supply chains
- Managing societal expectations

DAY 10

Towards Excellence

- Recognising the Excellence journey
- Identifying key challenges
- Managing key stakeholders
- Review of the Excellence principles
- Review of key leadership qualities
- Personal Action Planning