

Event Forensics™ Training

In Healthcare, there is an increasing need to empower front line employees and managers to investigate process performance failures. Managing processes effectively depends on the ability of all employees understanding basic process troubleshooting and critical thinking techniques called “Event Forensics”. Summit OG, LLC is offering “Event Forensics” training for healthcare professionals. Learn how to quickly analyze and solve problems with this five step method.

“Event Forensics” training will be delivered in a multi-disciplinary approach much like the diagnostic approach used today by physicians, clinicians and staff to diagnose a patient. Case studies will be analyzed and tools will be taught to equip attendees to transfer knowledge into practical application. This training has been developed through years of “hands-on” experience from Summit OG consultants. The tools and tips that are embedded in this training represent lessons learned that you would never receive from basic root cause analysis or process map training.

As Healthcare Leaders, we must continue to embrace our responsibility to provide employees with safe systems and empower them to repair processes. If you are tired and not been as successful as you would have liked, you will find that this course will provide you with a new set of analytical tools to correct issues once and for all.



Who Should Attend?

Nurses
Administration
Managers
Quality

Workshop Dates

Jan 18- 22, 2011

Training Location

Tempe, AZ

Cost To Attend

\$1600 per person

Registration Link

http://www.regonline.com/event_forensics_training

More Information

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Course Description

Length

2 days (16 hours)

Purpose

This workshop is designed to teach your front-line staff (Healthcare Personnel) a 5-step method for troubleshooting, determining root cause and providing simple solutions when a process incident occurs. Emphasis is placed on the necessity of selecting appropriate (safe & economical) corrective action plans that return the process to normal without creating additional process issues. Pro-active monitoring and control of the process is also stressed as a way to enable early detection and prevent losing control of the process. Leadership confidence and workplace moral are positively impacted as a result of the training!

Course Objectives

After course completion the student will be able to:

- Solve micro process problems (determine root cause) using a 5-step method with 100% accuracy.
- List the process control factors associated with the process under investigation.
- Use the process control factors to develop a “punch list” for troubleshooting.
- Determine if a process incident is the result of human error or process design.
- Recognize abnormal conditions in the process early on and prevent losing control of your processes.
- Develop and implement safe and economical corrective action plans that bring the process to desired performance levels.
- Improve communications with co-workers using a common language for problem solving.
- Create leadership confidence in employees being able to solve common process issues.



Summit OG Leading Healthcare Solution Provider!

*This is rapid cycle CHANGE!
We can utilize these tools
immediately with real results!*

*I have learned how to
process map but now I know
I see and understand
the real issues!*

Real world application!

*No more reacting to the
same problems and
applying band aids to
our processes. We were
able to diagnose the
root cause and put an
end to recurring issues!*

Course Agenda

Introductions & Objectives (Motivational)

1. Importance of good troubleshooting
2. Team work
 - Process Owner engagement
 - Team engagement
3. System logic
(Clear Direction/Goals, Feedback/Data, Tools and Resources)

Event Recognition

1. Scoping and Walking the Process
2. Timeliness of event reporting and troubleshooting activity
3. Interviewing skills

Process Documentation

1. Process Mapping
2. Interviewing
3. Collecting SOPs and Gap Analysis
4. Developing “Logical Method of Thinking”
 - Looking for what is not present
 - What lies between the cracks in handoffs
 - Outcome thinking
 - Process problems start early and exponentially increase

Process Evidence Collection

1. Finding the Evidence
2. Data Collection
3. Documenting with pictures
4. What to do when data is difficult to obtain

Analyzing the Evidence

1. 3 dimensional analysis (Map, data and interviews)
2. Gap analysis between SOPs and data collected
3. Creative problem solving
4. Telling the data story for maximum influence

Improvements

1. Mistake proofing
2. Controls and Kata
3. Sub-optimization and Return on Investment
(Some of the best improvements are simple and economical!)
4. “Follow Through” from start to finish



Summit OG Leading Healthcare Solution Provider!

*I feel I can solve process issues
in my organization!*

*The week I left training
I was thinking differently...
the module on “follow
through” taught me to think
past the immediate issues
and solutions!*

*The templates and roadmaps
received in training are
invaluable in guiding us
through application in our
organization.*

*I utilized the tools from this
course in my organization.*

*I have a return of 25% in
just two processes!*