

Positive Management and Consultancy

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Hospitals and Health care businesses have a robust specialise in processes and customer relationships. TrainSmart has extensive experience with assessing needs, designing, developing, and delivering training programs within the areas of healthcare customer service training, team building, presentation skills, technology tools, leadership and sales for the hospital & health care industry. There is an increasing concentrate on improving healthcare so as to ensure higher quality, greater access and better value for money.

In recent years, training programmes are developed to show

health professionals and students formal quality improvement methods.

This 2.5 hour workshop is an active learning activity for anyone interested in how the health service operates. It contains a presentation of the patient flow theoretical part and a practical application through a table top exercise created by NHS employees to demonstrate how a hospital works by focussing on the complexities and dynamics of capacity management and patient flow.

The exercise simulates the patient flow in a nine-ward hospital during a typical day. Players are given specific roles and responsibilities and they must work together to solve a series of challenges that the game presents them with during the course of this imaginary condensed day. Points are awarded for the achievement of specific objectives.

The workshop helps players to understand how better planning, communication and team work can improve the way that they work. It also gives players practical insights into how a hospital works.

Objective: To improve hospital efficiency by bringing

staff together to learn about their role in effective hospital management. The goal of the training is to create and deliver training that is standardized, repeatable, and sustainable and will shape the strategy and behaviors of how to shape the patient experience. Essentially, the client was seeking a more patient-centered, positive culture. The workshop topics were tailored to the client's audience. Training sessions were two-two and one-half onsite workshop series.

Our training follows a blended learning approach, consisting of practical and online courses. Unlike other care providers, who only offer online training, we value the sensible side of coaching and demand our new carers attend practical assessment.

As well as initial training before staff start work, we even have variety of online courses staff must complete within 12 weeks of starting work.

Primary goals:

1. Developing and implementing learning solutions – in accordance with the Ministry of Health policy, as well as field and headquarters requirements.
2. Policy setting in the subject of training in the health care system and maintaining the professional competence of those engaged in the field.

The Division's tasks:

1. Developing learning solutions for the professional needs in the divisions, for the headquarters employees and the auxiliary units.
2. Developing professional horizontal training programs for the entire health care system.
3. Cultivating executives in the health care system: research and development of the field; training programs; organizational development.

4. Management of a training program and its implementation.
5. Defining policy in the field of learning and organizational development, as well as monitoring its implementation.
6. Policy of the learning profession.
7. Policy of leaning within the organization.
8. Outlining of policy and control for utilizing outsourcing.
9. Professional development, accompanying and mentoring training officers in the health care system.
10. Developing and embedding of online learning.
11. Supervising courses and accreditation in external organizations in the areas of public health.
12. Managing professional training (internship) for graduates in Nutrition Studies.
13. Approving employee studies in external institutions as part of overseeing training committees, academic studies and trips abroad.

Learning Outcomes:

The basic learning outcome is to create an awareness and understanding of:

- The flow of patients through a typical hospital
This report is intended to be useful to managers in hospitals who deal with patient flow directly and need to understand how much space it requires. It will also be relevant to commissioners and policymakers who set goals and targets, and influence the bed space available to meet them.
- The challenges and constraints that can impact flow
Most organizations face similar challenges even when the organizations have differing kinds of products and services. the rationale for this can be the tendency for optimization of teams over optimizing to understand value over the whole value stream. Before searching for solutions to

those challenges, you want to first understand what these challenges are.

- The role of teams and individuals to facilitate flow

A statement of conduct. This provides and clarifies employees their new responsibilities, outcomes and most important individual performance. Feedback should be practiced for each team members to reinforce team performance and effectiveness with intention of providing motivation for the team?

The exercise is also used as a focal point to reflect/ identify why some systems break down.

Description: The table top game demonstrates how patients move around a hospital. It is highly beneficial in helping hospital staff to improve operational efficiency, with regards to patient flow and capacity management.

The game helps players to realise that planning and communication are vital to maximise efficiency. The game board illustrates a virtual hospital, with patient character cards situated throughout. Players take on different job roles within the hospital and work together to manage the hospital.

The board game session is integrated with a video, which presents players with a series of tasks and challenges based on typical occurrences in a hospital. Using discussion and teamwork, players attempt to manage their virtual hospital, coping with patient arrivals and discharges, ward transfers, staff management and other unexpected situations.

Conclusion: The committee developed the following overarching conclusions:

- The committee finds that in its current state, the infrastructure for both medical care and public health is insufficient to attain the nation's population health objectives.
- Current patterns of health policy focus and investment lack the alignment necessary to develop an integrated and enduring national infrastructure that may broadly leverage the assets and potential of medical care and public health.