

5S FOR HEALTH SERVICES

A proven method to clean up and standardise the workplace

Have a quick look around your workplace. What does it look like? Are all the workstations neat and organised? Is there a standardisation of service? This course is very much in vogue in health at the moment. Most offices have neat desks and not-so-neat desks — there is ambiguity over the tidiness standard. Not-so-neat workplaces are often excused as the person is too busy.

If you'd like to bring some standardisation, this course is perfect.

5S for Health Services is a hybrid of three skills: time management, lean principles and personal effectiveness.

The 5S's are: **S**ort, **S**traighten, **S**hine, **S**tandardise and **S**ustain. The last one — Sustain — is particularly powerful as it brings permanency.

“Misplacing or losing patient records can be devastating. You need to reduce mistakes.”

— Concerned Families

NUTS & BOLTS

Would you like to attend this program?

For maximum effectiveness, this program is best conducted as an in-house program.

Venue: For your convenience, you can choose to conduct this program at your workplace. Alternatively, we can provide a training venue at a small additional cost.

Group Size: Ideal group size 6–10 participants.



KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

- Discuss the origins of 5S
- Prioritise activities and push back unnecessary tasks
- Discover time management tools that are currently very effective and popular in health services
- Select and reframe lean principles for health services
- Standardise systems for patients and carers
- Discuss ideas to reduce waste (with an emphasis on wasted time and unimportant tasks)
- Understand how patients and carers form expectations
- Remove role ambiguity which alleviates double ups and bottlenecks
- Discuss any perceived links between “busyness” and busy desks
- Review the principles of systems thinking
- Remove clutter
- Bring permanency to the table

Target Audience: Health Services employees

Cost: Price on request.

If you would like more information on this training program, please contact:

Preferred Training Networks on 1300 323 752

Email: Deborah at ddear@preftrain.com.au

or visit our website today: www.preftrain.com

“If you'd like to bring some standardisation for everyone in your workplace, this course is perfect.”

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