

**Dr. Helen Bevan, OBE, Director of Service
Transformation, NHS Institute of Innovation and
Improvement**

***A One-day Workshop: New Visions of Efficiency and Value:
reducing healthcare costs whilst improving quality***

**Dates: Tuesday 31 March, 2009, 9.00am to 4.30pm
Venue: Room 4.01, University of Otago, Auckland Centre,
383 Queen Street, Auckland**

In this workshop, Helen Bevan will demonstrate that there does not need to be a trade off between quality and cost. Strategies to contain cost do not have to lead to reductions in patient care. A small number of proven interventions, implemented on wide enough scale across a healthcare organisation, can make a significant contribution to financial balance and lead to tangible improvements in the delivery and experience of care for patients.

The workshop will focus on practical strategies to identify and reduce *waste* and unnecessary *variation* in the system. By waste, we mean tasks and activities that do not add value to the patient or end customer of the service. Variation that cannot be explained by clinical differences is endemic in healthcare systems. This includes variation in the number of avoidable emergency admissions, in unnecessary appointments in primary and secondary care, in wasted bed days, in patients treated in secondary care who should be in primary care, in staff costs and in patient mortality rates.

We will consider not just *what* changes we can make but *how* to make them; how to frame efficiency and productivity issues in ways that connect with the values and priorities of clinical teams. The tools and approaches will be illustrated by real life examples and experiences from the National Health Service in England

During this intensive one day workshop, Helen Bevan will cover:

- The new business case for quality: better outcomes and experiences and lower cost
- Tools and approaches for identifying and reducing waste and variation
- How to calculate the cost of quality and deficiencies in care and safety
- Cost reduction efforts in health versus other industries
- The role of the Chief Finance Officer as a champion of quality
- How to frame cost and quality initiatives to get buy-in from everyone



Cost: \$550 plus GST
Registration: on-line at www.rhpennyltd.com
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