

Lean Healthcare

With Simulation

Building Efficient & Patient-Centered Healthcare Operations



Featuring Interactive Simulation Role Play

Experience firsthand the complexity of healthcare operations through engaging and practical simulation role play, enabling participants not only to understand Lean concepts but also to directly face real-world challenges in driving improvement.

Improve Patient Experience While Optimizing Service Flow

- Understand how Lean improves healthcare service quality
- Reduce waiting time across patient journey
- Build integrated and efficient service flow
- Identify non value-added activities in healthcare processes

Who Should Attend

- Hospital & Clinic Management
- Healthcare Professionals (Medical & Non-Medical)
- Operational & Administration Team
- Quality / Continuous Improvement Team
- Anyone who need to learn knowledge and practice of Lean Healthcare

Efficient Healthcare Starts with Better Process Flow



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Training Outline Lean Healthcare

- Overview of Healthcare Operational Challenges
- Understanding the Impact of Waiting Time in Healthcare Services
- Introduction to Lean Principles in Healthcare Operations
- Eliminating Non-Value-Added Activities (Waste)
- Patient Journey Mapping (End-to-End Perspective)
- Identifying Bottlenecks and Delays in Patient Flow

- Root Cause Analysis of Waiting Time Issues
- Standardization and Flow Optimization
- Building a Culture of Continuous Improvement
- Daily Management & Performance Monitoring
- Sustaining Improvements in Healthcare Operations
- Case Study & Discussion

**REGISTER
NOW**



Schedule

Jul 27 - 28, 2026