



LASER™ - Lean Approach to Service Evaluation and Re-design

Sequena equip public sector organisations with a 'lean six sigma' approach to identify, design and prove substantive change in service delivery cost and performance.

Our Lean Approach to Service Evaluation and Re-design programme - **LASER™ for Health & Care** - is specifically designed for health and care organisations throughout the UK. The Sequena team can review a priority area using our proven approach:

- People-based workshops for maximum effectiveness and buy-in from those involved in the service
- Transformation tool used supports people-based workshop approach:
 - Easy to understand graphics for capture, analysis, evaluation and re-engineering of the key processes
 - Rich process maps and process information
 - Determines costs, bottlenecks, resource utilisation and organisational impacts
- Reveals the business case for change or not!!

The deliverables from a LASER™ review are:

1. Roadmap of activities to achieve substantial improvement in cost of delivery and performance
2. "AS IS" and "TO BE" process maps for the key processes reviewed in the specified service
3. Evaluations of process performance in each case including comparison between the process maps to quantify the performance improvements expected
4. Business case metrics including financial analysis of savings from the roadmap implementation

LASER™ provides a compact, pathway focused review for transforming service delivery for health and care organisations 'putting people first' e.g. social care assessment, occupational therapist field services, 18 week pathway, patient movement from intake to discharge:

- Challenging where steps take place at the moment, removing the organisational boundaries
- Do they need to happen in that location? By that member of staff?
- Are steps happening sequentially? Do they need to be?
- What service developments could there be to really allow for Choice?

LASER™ reviews

- Service Transformation priority review capability
- Rapid implementation
- Roadmap of activities to achieve substantial improvement in specified area

LASER™ methodology

People-based workshop approach ensures buy-in from staff:

- Highly visual
- Activity-based (ABC)
- Co-creation of change
- Explores vision and creative thinking

LASER™ technology

- A powerful transformation tool to visualise and evaluate service activities
- Intuitive graphical user interface
- Rich visualisation of service tasks
- Reveals the business case for new initiatives

LASER™ pathway reviews

- Occupational Therapist Field Services
- New parents registration & assessment
- 18 week pathway
- Patient movement from intake to discharge