

Testimonials



2012

“I have seen many methodologies but, putting it simply, the combination of the Theory of Constraints and QFI Consulting delivers results much faster than anything else around.”

Averil Dongworth
Chief Executive
Barking, Havering & Redbridge
University Hospitals NHS Trust

2012

“We began working with QFI over 7 years ago and our relationship goes from strength to strength. From the start they took the time to understand our business; recognising what we had achieved and questioning where we wanted to go. QFI have a great balance of slowing you down and making you really consider as well as probing and pushing you to raise your ambitions. They make sure you take the time to devise your plan and help in monitoring the delivery without ever being intrusive into your business. Above all they are people you can trust and have some fun with on the way!”

Miles Linney
Chief Executive
Linney Group

2012

“I am delighted we are at the forefront of productivity initiatives in the NHS Mental Health service.”

Maria Kane
Chief Executive
Barnet Enfield and Haringey
Mental Health Trust

2012

“We wanted to create a breakthrough strategy and decided to use the Theory of Constraints as the basis of this work. Writing a new strategy using a new method is a daunting prospect but QFI supported us through it to give us something that is right for us and that has been easily and quickly adopted by our thousands of workers and supporters.”

Belinda Phipps
Chief Executive
National Childbirth Trust

2012

“With the start of the TOC-programme, hospitals in the UK, USA and Australia were able to see their results in healthcare improve. This success was a reason why we worked with QFI, the developers of this simple Jonah approach. Within a few months the results were visible: the average length of stay decreased. A practical approach and not just a beautiful story in a book!”

Mary Groenewoud
Service Director
Amphia Ziekenhuis, The Netherlands

Barnet & Chase Farm Hospitals NHS Trust

November 2009

“Jonah has transformed our ability to manage the priorities in our system and, for the first time, we have an instant picture of the overall situation and the areas on which to focus our immediate efforts. For teams like the therapists team who safari the wards, it offers a system to prioritise workloads and focus on the most urgent cases first, thus increasing our productivity.

The Therapies team have taken the opportunity to link the leadership development programme delivered by QFI with TOC theory which has been of enormous benefit to the team and enables them to get a better understanding of the Trust’s business and strategic direction. This has led to many innovative improvements in our delivery of services. The QFI team has been very supportive and the training is exciting and engaging.”

Jude Monteath
Head of Therapies

November 2009

“During the implementation of Discharge-Jonah at B&CFH I was introduced to a new language and way of thinking called the Theory of Constraints. I discovered a logical way of thinking and analysing problems that suited my pragmatic and practical approach to leadership within the Therapies team. With the support and guidance of the QFI team I embarked upon the MSc programme at Nottingham Trent University, and found myself on an inspired journey of learning and development. Eighteen months later I am a Master of TOC and yet feel like this is just the beginning. The MSc has provided me with a new level of confidence and way of tackling the issues created by health and social care - or indeed any complex system of dependant events. Whatever the future brings I feel equipped to meet the challenge head on and give it a go.”

Vikki Butler
Deputy Head of Therapies

November 2009

“Implementing QFI-Discharge-Jonah within the Trust has made a significant improvement to the Trust’s discharge performance and available bed capacity. Our delayed discharges have improved year on year, with all staff focusing on the patient discharge from admission, and synchronising resources across the patient pathway. Key to this improvement was the project and change management process delivered by QFI to ensure this was embedded into everyday practice and sustainable over the years.”

Sarah Perry
Director of Operations
Emergency Care

St Maartenskliniek Nijmegen, The Netherlands

September 2009

“We had a two-day meeting with Alex Knight and at some point in the second day I realised this must be the solution. It was quite a different view of how to manage an outpatient clinic. It was a paradigm shift because it is a completely different way of working.”

Frank van den Hoogen
Lead Consultant Rheumatology
St Maartenskliniek,
Nijmegen,
The Netherlands

“Throughput up, inventory down, expenses down; isn't that amazing! But, rheumatologists expect to be able to deliver good work and to be able to be in contact with their patients. For them the benefit will be to be able to come in and not be bothered by administration. That is always one of the clinicians' complaints: that they have to do a lot of administration, which keeps them away from patients.”

Inge Vogels
Rheumatology Centre Manager
St Maartenskliniek,
Nijmegen,
The Netherlands

“It might seem that we had too many patients for the respective months but that was one of the basic things that QFI said: it is not that you have too many patients or too little capacity; you just don't have the right capacity at the right moment.”

Arjen de Boer
Information Analyst
St Maartenskliniek,
Nijmegen,
The Netherlands

Derbyshire Community Hospitals, England

September 2009

“By working with QFI to apply their Theory of Constraints approach to our discharge processes across all our twelve community hospitals, we have been able to reduce our length of stay by a third within a matter of weeks and make big improvements to the quality of our patients' rehabilitation and discharge. The process has developed staff's confidence in their ability to take control and make changes which improve quality and productivity and has significantly improved multi-agency working across health and social care in Derbyshire.”

Tracy Allen
Managing Director

“When we started to apply QFI-Discharge-Jonah we felt that suddenly we had a tool that we had not had the likes of before, a way of actually achieving what we had aspired to do for a long time. It is wonderfully simple but it is quite revolutionary. Not only has it changed the process and the outcome in terms of reducing the lengths of stay and increasing the throughput but it is also helping to change the culture.”

Tim Broadley
Associate Director of Service Delivery

“I don't think anybody would have anticipated the difference it actually made to our length of stay. It's been profound.

Within two months we had halved our average length of stay.

It has been a really positive initiative and I wouldn't like to let go of it now.”

Lesley Dobson
Senior Sister

Derbyshire

Community Hospitals, England

September 2009

“Staff could actually see some changes starting to happen relatively early on.

Staff who were doing the Productive Ward series who didn't have Jonah were saying ‘when do we get QFI-Jonah because it makes absolute sense!’”

Lynn Walshaw
Head of Urgent Care and
In-patient Services

October 2008

“Maasstad Ziekenhuis has developed, and is implementing, a broad scale programme of organisational development that will position us as a world class provider of healthcare services.

We are using several key themes as part of our plan and one of these themes is the Theory of Constraints, in which we are supported by QFI. With their help we have significantly reduced our average inpatient length of stay and achieved more rapid access and treatment in our Emergency Department.”

Marc van Aart
Maasstad Ziekenhuis

Frimley Park

Hospitals NHS Foundation Trust,
England

February 2009

“In order to maintain Frimley Park's clinical excellence whilst at the same time living within our budget, the Trust Management Board decided that achieving a significant reduction in the average length of stay for our patients should be a strategic imperative. We decided to invest in the QFI-Jonah approach as part of our broad ranging strategy to reduce length of stay. I'm pleased to say that this overall strategy has produced very positive results with a reduction of more than 20% on those wards where QFI-Jonah is used. This result has been achieved through the commitment and dedication of the Frimley Park staff at all levels who have embraced new ways of managing patient journeys to achieve positive benefits for our patients and the Trust as a whole. The staff have been well supported through this process by the QFI team.”

Andrew Morris
Chief Executive

Testimonials



Frimley Park

Hospitals NHS Foundation Trust, England

February 2009

“The nursing team, from the heads of nursing, to ward managers and the individual nurses on each ward, play a leading role in the effective management of the patient’s journey through the hospital. Working together with other clinical and management colleagues including doctors, physiotherapists, occupational therapists and the divisional management teams, they have embraced new management practices through QFI-Jonah. This helps us to ensure that our patients get the right treatment at the right time from the right people. As a result of this great team working across many disciplines, supported by QFI-Jonah, the average length of stay for our patients has been considerably reduced, helping us to improve the quality of our patient care.”

Mary Dunne

Director of Quality, Nursing and Patient Services

East Midlands

Strategic Health Authority, England

April 2009

“QFI can help you quickly analyse your health and social care system. Their proven approach will deliver the breakthroughs you need. I know this because I’ve used them and they work. QFI will stick with you through the tough times.”

Jeffrey Worrall

Chief Executive Lead
Towards Excellence Programme
East Midlands SHA



I believe QFI Consulting is leading the way in the development and delivery of TOC-based performance improvement for health and social care environments.”

“The successes they have achieved are a strong demonstration of the applicability of TOC in this environment. I am proud of their achievements and look forward to continuing to support them as they develop further.”

Dr Eli Goldratt



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Our goal is to achieve unprecedented and sustainable improvement in the quality and timeliness of patient care while delivering significant improvements in financial performance for the health and social care system.
QFI Consulting