

Operational Deep Dive

Half-Day Structured Review (3–4 Hours)

Investment: KES 50,000 – 75,000



SERVICE OVERVIEW

The Operational Deep Dive is a targeted, on-site or virtual assessment designed for facilities that are already running but experiencing inefficiencies, patient flow challenges, or growth stagnation. This engagement focuses on identifying practical, high-impact improvements that can be implemented without major structural changes.

My approach is structured, observational, and data-informed, with emphasis on quick wins and operational discipline.

WHAT THIS SESSION COVERS

The assessment typically includes:

- End-to-end patient journey walk through
- Front desk and reception efficiency review
- Staffing alignment and role clarity assessment
- Workflow bottleneck identification
- Throughput and waiting time observations
- High-level patient experience review
- Identification of quick-win efficiency opportunities

BEST SUITED FOR

- Long patient wait times
- Staff coordination gaps
- Workflow congestion
- Plateaued growth
- Patient experience complaints
- Inefficient clinic flow

DELIVERABLE

You will receive:

- Structured findings summary
- Priority action recommendations
- Identified operational risks
- Suggested quick-win improvements

(Detailed SOP writing or implementation support is quoted separately if required.)

ENGAGEMENT FORMAT

- Duration: 3–4 hours
- Mode: On-site (preferred) or virtual
- Location: Nairobi & major towns (travel may apply)
- Scheduling: By prior booking

OUTCOME

You gain clear visibility into what is working, what is under performing, and where to focus first for measurable operational improvement.

