

MODULE 6

PRACTICE SYSTEMS & WORKFLOW DESIGN SPEECH-LANGUAGE THERAPY



3 CEUs • ON-DEMAND • SELF-PACED • OPEN TO MEMBERS & NON-MEMBERS

You trained to change lives through communication. But every practice is also a small business, and the quality of its systems determines how much of your time and energy reaches your clients.

This module turns the client journey, the eight systems that run your practice, and the administrative workload that consumes your evenings into something you can see, measure and improve.



Workflow and Patient Flow

Map the client journey as a system. Apply Lean value-stream mapping, the DOWNTIME waste lens, Theory of Constraints and queueing theory to identify where time and value are lost, supported by three worked examples.



Operational Systems

The eight systems on which every practice depends: referrals and intake, scheduling, records, billing, payments, communication, information governance and administration. Meet Thandi, spot the six hidden inefficiencies, including no-shows, which can claim more than 25% of appointment slots without reminders and learn the four-part structure of an effective standard operating procedure (SOP).



Efficiency and Automation

Find the waste with a structured time audit, then climb the four-rung automation ladder: templates, reminders, digital intake and integration without falling into the traps of technology sprawl, scope creep and repeated data entry.

~30%

Approximately 30% of healthcare activity adds no value for the patient (IHI)

2+

Hours of unpaid administration per day is common in solo practice

30%+

Automated reminders may reduce missed appointments by more than 30%

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By the end of this module, you will be able to:

- Create a value-stream map of your client journey using SASLHA's practical worksheet.
- Map, assess and prioritise the eight core systems in your practice.
- Complete a one-week time audit and identify your three most time-consuming administrative tasks.
- Apply a practical method for choosing and sequencing practice-management tools.
- Use Lean, Theory of Constraints (TOC) and Plan-Do-Study-Act (PDSA) frameworks to support continuous improvement after completing the module.

Who it's for: Speech-Language Therapists in private practice, ranging from newly qualified practitioners establishing their first practice systems to experienced practice owners seeking to reduce their administrative workload.

Members – R800 • Non-members – R1 050

How it works: Watch the pre-recorded presentations, complete the practical activities and then pass a short, auto-marked online assessment (multiple-choice questions, pass mark 80%) to earn 3 CEUs. The module is practical and aligned with HPCSA requirements throughout.

Presented by



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