# Healthcare Management & Administration: Leading in Healthcare

1 – 5 February 2027
Cape Town (South Africa)



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## Why This Course

The healthcare industry is undergoing rapid transformation driven by technology, regulation, and the growing demand for quality, efficiency, and patient-centered care. Effective healthcare leaders must navigate this complexity with strategic vision, financial acumen, and a deep understanding of operational excellence and ethical leadership.

The Healthcare Management and Administration Excellence program is an intensive 1-week course designed for healthcare professionals, administrators, and emerging leaders who aim to strengthen their strategic, operational, and leadership capabilities. Participants will gain the knowledge and tools to drive organizational success, ensure quality outcomes, and lead innovation across healthcare systems.

## What You'll Learn and Practice

By joining this program, you will:

- Develop a strategic leadership mindset for managing healthcare organizations.
- Understand healthcare finance, reimbursement systems, and resource optimization.
- Apply quality improvement and patient safety frameworks for performance excellence.
- Strengthen leadership, communication, and team management skills.
- Navigate complex legal, ethical, and technological challenges in healthcare administration.

## The Program Flow

### Day 1: Foundations of Healthcare Management

- Overview of global and regional healthcare systems and trends.
- Healthcare organizational structures, governance, and accountability.
- Strategic planning and execution in healthcare institutions.
- Leading and managing change in healthcare environments.
- Workshop: Developing a strategic roadmap for a healthcare organization.



## Day 2: Healthcare Finance and Operations

- Core principles of healthcare financial management.
- Reimbursement systems, cost containment, and revenue cycle optimization.
- Budgeting, forecasting, and resource allocation strategies.
- Managing healthcare operations, logistics, and supply chain efficiency.
- Case Study: Balancing quality care and financial sustainability.

## Day 3: Quality Improvement and Patient Safety

- Quality management frameworks and continuous improvement methodologies.
- Patient safety principles, error prevention, and reporting systems.
- Benchmarking performance and interpreting key healthcare quality metrics.
- Compliance, accreditation, and risk management practices.
- Workshop: Designing a quality improvement and patient safety initiative.

## Day 4: Healthcare Leadership and Human Resources

- Leadership theories and competencies for healthcare executives.
- Building effective multidisciplinary healthcare teams.
- Enhancing communication, motivation, and emotional intelligence in healthcare leadership.
- Human resource management, talent retention, and workforce engagement.
- Exercise: Developing a healthcare leadership and talent management plan.

## Day 5: Legal, Ethical, and Technological Considerations

- Key healthcare laws, policies, and regulatory compliance frameworks.
- Ethical decision-making and managing moral dilemmas in patient care.
- The role of health information technology HIT and digital transformation.
- Emerging innovations in healthcare management and delivery systems.
- Capstone Project: Presenting an integrated healthcare management improvement plan.

# Individual Impact

- Gain a holistic understanding of healthcare systems and leadership.
- Strengthen your ability to plan strategically and manage financial operations.
- Build competence in leading teams and driving quality and patient safety initiatives.
- Enhance your confidence in making ethical and data-driven decisions.

# Organizational Impact

- Improve operational performance, financial sustainability, and patient satisfaction.
- Strengthen leadership pipelines and governance in healthcare organizations.
- Foster a culture of safety, accountability, and continuous improvement.
- Increase readiness for future healthcare innovations and regulatory cha



## Training Methodology

This program integrates strategic frameworks, practical exercises, and real-world healthcare scenarios to ensure immediate applicability. Learning methods include:

- Case studies from hospitals, healthcare systems, and global best practices.
- Interactive workshops and simulations on strategy, finance, and quality management.
- Group projects and peer learning discussions.
- Templates, toolkits, and performance dashboards for practical use.
- Expert facilitation by healthcare leaders and management specialists.

## Beyond the Course

Upon completion, participants will be equipped to lead healthcare organizations with strategic insight, operational efficiency, and ethical integrity. They will return ready to:

- Develop and implement strategic and financial plans.
- Lead quality improvement and patient safety programs.
- Manage teams and resources effectively in complex healthcare systems.
- Navigate regulatory compliance and technological transformation with confidence.

