Hospital Operations Management

5 – 9 September 2027
Online



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Why This Course

Efficient hospital operations are critical to delivering high-quality, safe, and patient-centered care.

In today's healthcare landscape, hospitals must balance clinical excellence with financial sustainability, workforce efficiency, and technological innovation.

This program equips participants with the knowledge and tools to manage hospital operations strategically and effectively. It covers the full spectrum of operational domains — from patient flow and resource optimization to quality improvement and digital transformation — enabling healthcare professionals to enhance performance, reduce waste, and achieve operational excellence.

What You'll Learn and Practice

By joining this program, you will:

- Understand the key components of hospital operations and management systems.
- Learn to plan, monitor, and optimize hospital workflows and resources.
- Strengthen decision-making and problem-solving in healthcare operations.
- Explore strategies for quality, safety, and patient satisfaction improvement.
- Gain insights into digital health transformation and sustainable hospital management.

The Program Flow

Day 1: Foundations of Hospital Operations

- The role of operations management in healthcare delivery.
- Hospital as an integrated system: clinical, administrative, and support services.
- Operational goals: efficiency, quality, access, and safety.
- Case study: analyzing hospital operations and performance benchmarks.

Day 2: Patient Flow and Capacity Management

- Managing patient admissions, discharges, and transfers effectively.
- Capacity planning and bed utilization strategies.
- Optimizing emergency, outpatient, and inpatient services.
- Workshop: mapping and improving the patient journey across hospital departments.



Day 3: Resource, Workforce, and Financial Management

- Managing hospital resources: staff, equipment, and supplies.
- Scheduling, workload balancing, and staff performance monitoring.
- Cost control, budgeting, and performance-based financial management.
- Exercise: developing a resource allocation and staffing plan for a hospital unit.

Day 4: Quality, Safety, and Performance Improvement

- Implementing hospital quality management systems.
- Tools for continuous improvement: Lean, Six Sigma, and Kaizen in healthcare.
- Monitoring key performance indicators KPIs for hospital efficiency.
- Simulation: addressing a hospital operations bottleneck through process redesign.

Day 5: Technology, Sustainability, and Future of Hospital Operations

- Leveraging digital health, automation, and electronic medical records EMR.
- Integrating telemedicine and data analytics into operations.
- Sustainability in hospital management — waste reduction and green healthcare.
- Action workshop: developing a hospital operational improvement roadmap.

Individual Impact

- Gain a solid understanding of hospital operations and system management.
- Strengthen analytical and problem-solving abilities.
- Improve decision-making and leadership in operational contexts.
- Build skills in optimizing resources and enhancing patient flow.
- Develop a mindset focused on efficiency, quality, and continuous improvement.

Work Impact

- Improve operational efficiency, capacity utilization, and service quality.
- Enhance patient experience and satisfaction through better process design.
- Reduce operational costs through optimized resource and workforce management.
- Strengthen organizational resilience through innovation and adaptability.
- Support compliance with healthcare quality and safety standards.

Training Methodology

This program combines analytical tools, real-world case studies, and interactive exercises to ensure practical learning and immediate application.

Learning methods include:



- Case studies from leading hospitals and healthcare systems.
- Group discussions and performance improvement simulations.
- Workshops on resource optimization and process redesign.
- Data-driven decision-making exercises.
- Action planning for operational excellence implementation.

Beyond the Course

Upon completion, participants will be equipped with the strategic insight and operational expertise to manage hospital systems effectively.

They will leave with practical tools and frameworks to improve hospital performance, ensure patient safety, and drive long-term organizational success in an ever-evolving healthcare environment.

