Training Course on Healthcare Management and Operations

Professional Development Training Course Outline

Category	Health	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The healthcare industry is evolving rapidly due to technological innovation, regulatory changes, and growing patient expectations. This **Healthcare Management & Operations** training course is designed to empower healthcare professionals, administrators, and strategic decision-makers with advanced knowledge and practical tools for optimizing healthcare systems. Through an immersive learning experience, participants will gain strategic insights into healthcare delivery, hospital management, health informatics, patient safety, and operational excellence.

This course integrates **data-driven decision-making**, **digital transformation**, **value-based healthcare**, and **patient-centric approaches** to build resilient healthcare institutions. Ideal for professionals aiming to lead healthcare organizations through operational challenges, this course delivers the skills needed to navigate healthcare reforms, enhance service delivery, and implement sustainable healthcare practices. The comprehensive training modules are aligned with global standards and trends in healthcare operations and quality improvement.

Programme Curriculum

Training Course on Healthcare Management & Operations

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Course Objectives

1. Understand the **fundamentals of healthcare systems** and delivery models.
2. Develop strategies for **efficient hospital operations and workflow optimization**.
3. Apply principles of **strategic healthcare management** and policy analysis.
4. Explore innovations in **health information systems** and **digital health records**.
5. Implement best practices in **quality assurance** and **accreditation processes**.
6. Analyze **financial management**, budgeting, and cost control in healthcare.
7. Learn tools for **supply chain management** and **inventory control** in hospitals.
8. Enhance **leadership skills** for managing healthcare teams and change.
9. Address **regulatory compliance**, **risk management**, and **legal frameworks**.
10. Promote **patient safety**, satisfaction, and **outcomes-based practices**.
11. Understand the role of **telemedicine**, **AI**, and **data analytics** in healthcare.
12. Develop sustainable plans for **public health management** and resource allocation.
13. Gain expertise in **crisis management**, emergency response, and healthcare resilience.

Organizational Benefits

- Improved operational efficiency and reduced costs.
- Enhanced patient satisfaction and clinical outcomes.
- Stronger compliance with healthcare standards and regulations.
- Better staff coordination, retention, and performance.
- Increased capacity for digital innovation and adaptability in healthcare services.

Target Participants

1. Hospital Administrators
2. Healthcare Managers
3. Public Health Officials
4. Clinical Operations Officers
5. Health Information Managers
6. Quality Assurance Professionals
7. Medical Supply Chain Managers
8. Healthcare Policy Makers

Course Outline

Module 1: Introduction to Healthcare Systems

- Overview of global healthcare models
- Key challenges in healthcare delivery
- Primary, secondary, and tertiary care

- Public vs. private healthcare operations
- Universal healthcare and policy reforms

Module 2: Hospital Administration & Leadership

- Organizational structure of hospitals
- Leadership styles in healthcare
- Human resource planning and ethics
- Roles of hospital administrators
- Strategic alignment in healthcare

Module 3: Healthcare Quality & Patient Safety

- Total Quality Management (TQM)
- Patient safety protocols
- Clinical audits and feedback loops
- Accreditation standards (e.g. JCI)
- Continuous improvement frameworks

Module 4: Health Information Systems & EHR

- Electronic Health Record management
- Health IT implementation challenges
- Interoperability and standards
- Data privacy and cybersecurity
- Smart hospital technologies

Module 5: Financial Management in Healthcare

- Budgeting and cost analysis
- Capital planning and funding models
- Revenue cycle management
- Insurance and reimbursement systems
- Health economics fundamentals

Module 6: Supply Chain & Inventory Management

- Procurement strategies
- Inventory tracking systems
- Medical equipment lifecycle
- Vendor management
- Waste reduction techniques

Module 7: Healthcare Strategy & Policy

- Health policy formulation
- Strategic planning models
- Stakeholder engagement
- Regulatory frameworks
- Healthcare governance

Module 8: Legal and Ethical Aspects

- Informed consent and patient rights

- Legal liabilities in care delivery
- Ethics in resource allocation
- Medico-legal case handling
- Regulatory compliance

Module 9: Telemedicine and Digital Health

- Types of telehealth services
- Remote monitoring tools
- Licensing and regulation
- Patient engagement strategies
- Future of digital healthcare

Module 10: Health Analytics & Business Intelligence

- Introduction to health data science
- KPIs and performance metrics
- Predictive analytics in healthcare
- Dashboards and decision support
- Clinical data management

Module 11: Emergency & Crisis Management

- Hospital disaster preparedness
- Incident command systems
- Emergency response planning
- Risk communication
- Managing pandemics and outbreaks

Module 12: Public Health Systems

- Epidemiological tools
- Community health initiatives
- Public health financing
- Health education campaigns
- Global health governance

Module 13: Change Management in Healthcare

- Change models (Kotter, ADKAR)
- Resistance management
- Communication planning
- Change leadership
- Organizational transformation

Module 14: Patient-Centered Healthcare

- Enhancing patient experience
- Cultural competence in care
- Shared decision-making models
- Patient feedback and surveys
- Health literacy improvement

Module 15: Sustainable Healthcare Operations

- Green hospital practices
- Healthcare waste management
- Energy efficiency in healthcare
- Sustainable procurement
- Climate resilience in healthcare

Training Methodology

- Interactive lectures and real-world case studies
- Group discussions and peer learning
- Hands-on demonstrations and simulations
- Role-playing and leadership exercises
- Pre- and post-assessment evaluations

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org **or call** *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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