



# Healthcare and Hospital Management

## Mastery in Hospital Administraton and Operations

- Location: London
- Date: From 20/1/2025 To 24/1/2025
- Investment: \$5950 (Excluding VAT)



**LONDON ROYAL**  
ACADEMY


[WWW.LONDONRA.COM](http://WWW.LONDONRA.COM)



## Course Introduction

Mastery in Hospital Administration and Operations is a 5-day intensive course designed to equip healthcare professionals with the knowledge and skills to effectively manage and operate hospitals. This course will cover a wide range of topics, including strategic planning, financial management, quality improvement, and patient experience.

## Training Method

- Pre-assessment
  - Live group instruction
  - Use of real-world examples, case studies and exercises
  - Interactive participation and discussion
  - Power point presentation, LCD and flip chart
  - Group activities and tests
  - Each participant receives a binder containing a copy of the presentation
  - slides and handouts
  - Post-assessment
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## Course Objectives

Upon completion of this course, participants will be able to:

- Understand the strategic role of hospital administration: in healthcare delivery.
- Develop and implement effective hospital operations: to ensure efficient and patient-centered care.
- Manage financial resources effectively: to optimize revenue and control costs.
- Improve quality and patient safety: through quality improvement initiatives and risk management strategies.
- Lead and motivate healthcare teams: to achieve organizational goals.
- Navigate the complexities of healthcare regulations and compliance

## Who Should Attend?

This course is suitable for:

- Hospital administrators
  - Healthcare executives
  - Clinical leaders
  - Nursing directors
  - Finance directors
  - Quality improvement professionals
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# Course Outline

## Day 1: Strategic Planning and Leadership

- Strategic Planning in Healthcare:
  - o Vision, mission, and values
  - o SWOT analysis
  - o Strategic goal setting
- Leadership and Management:
  - o Leadership styles and theories
  - o Effective communication and team building
  - o Change management and organizational culture

## Day 2: Financial Management and Budgeting

- Healthcare Finance:
  - o Revenue cycle management
  - o Cost accounting and budgeting
  - o Financial analysis and reporting
- Financial Performance Improvement:
  - o Cost reduction strategies
  - o Revenue enhancement strategies
  - o Budgeting and forecasting

## Day 3: Quality Improvement and Patient Safety

- Quality Improvement Methodologies:
  - o Lean Six Sigma
  - o Root cause analysis
  - o Plan-Do-Check-Act (PDCA) cycle
- Patient Safety and Risk Management:
  - o Incident reporting and analysis
  - o Patient experience and satisfaction
  - o Regulatory compliance and accreditation

# Course Outline

## Day 4: Human Resources and Talent Management

- Recruitment and Selection:
  - o Talent acquisition strategies
  - o Interviewing and selection techniques
- Employee Performance Management:
  - o Performance appraisal systems
  - o Employee development and training
  - o Succession planning
- Labor Relations and Employee Relations:
  - o Labor laws and regulations
  - o Collective bargaining
  - o Employee grievances and disciplinary actions

## Day 5: Emerging Trends and Future of Healthcare

- Digital Health and Telemedicine:
  - o Telehealth services and remote patient monitoring
  - o Electronic health records (EHR)
  - o Health information technology (HIT)
- Value-Based Care and Population Health:
  - o Pay-for-performance models
  - o Population health management
  - o Patient-centered care
- Ethical Considerations in Healthcare:
  - o Patient privacy and confidentiality
  - o Ethical decision-making in healthcare

# Registration & Payment

Complete & Mail to London Royal Academy or email  
registration@londonra.com



## Registration Form

- Full Name (Mr / Ms / Dr / Eng) .....
- Position .....
- Telephone / Mobile .....
- Personal E-Mail .....
- Official E-Mail .....
- Company Name .....
- Address .....
- City / Country .....

## Payment Options

- ☐ Please invoice me
- ☐ Please invoice my company





# Terms & Conditions

Complete & Mail to London Royal Academy or email

[registration@londonra.com](mailto:registration@londonra.com)



## Cancellation and Refund Policy

Delegates have 14 days from the date of booking to cancel and receive a full refund or transfer to another date free of charge. If less than 14 days' notice is given, then we will be unable to refund or cancel the booking unless on medical grounds. For more details about the Cancellation and Refund policy, please visit

[www.londonra.com/terms-and-conditions/](http://www.londonra.com/terms-and-conditions/)

## Registration & Payment

Please complete the registration form on the course page & return it to us indicating your preferred mode of payment. For further information, please get in touch with us

## Course Materials


The course material, prepared by the LRA, will be digital and delivered to candidates by email

## Certificates

Accredited Certificate of Completion will be issued to those who attend & successfully complete the programme.

## Travel and Transport

We are committed to picking up and dropping off the participants from the airport to the hotel and back.





# VENUES

 LONDON

 BARCELONA

 KUALA LUMPER

 AMSTERDAM

 ISTANBUL

 SINGAPORE

 PARIS

 DUBAI

# OUR PARTNERS





# THANK YOU

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