



Healthcare and Hospital Management

Advanced Hospital Administration and Operations Excellence

- Location: London
- Date: From 17/11/2025 To 21/11/2025
- Investment: \$5950 (Excluding VAT)



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ACADEMY

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Course Introduction

This 5-day intensive course equips healthcare leaders with the advanced knowledge and skills necessary to drive operational excellence and achieve superior patient outcomes. Participants will explore cutting-edge strategies, best practices, and innovative solutions to enhance efficiency, improve quality, and ensure patient safety within the dynamic healthcare landscape.

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





Course Objectives

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

- Master advanced healthcare operations management principles: Apply lean principles, Six Sigma methodologies, and other performance improvement techniques to optimize hospital operations.
- Enhance patient experience: Develop strategies to improve patient satisfaction, enhance the patient journey, and foster a patient-centered culture.
- Improve clinical quality and patient safety: Implement strategies to reduce medical errors, enhance patient safety protocols, and improve clinical outcomes.
- Optimize resource utilization: Improve resource allocation (staffing, equipment, supplies) to enhance efficiency and reduce costs.
- Lead and manage change effectively: Implement and sustain operational changes within a complex healthcare environment.
- Develop and implement data-driven decision making: Utilize data analytics and performance metrics to drive improvements in hospital operations.
- Navigate the evolving healthcare landscape: Understand and adapt to emerging trends such as value-based care, telehealth, and population health management.

Who Should Attend?

This course is designed for senior healthcare professionals, including:

- Hospital Administrators
 - Chief Operating Officers (COOs)
 - Department Heads
 - Clinical Directors
 - Quality Improvement Managers
 - Operations Managers
 - Healthcare Consultants
 - Individuals aspiring to leadership roles in healthcare
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Course Outline

Day 1: Foundations of Healthcare Operations Excellence

- Morning:
 - Principles of Lean Healthcare: Identifying and eliminating waste in healthcare processes.
 - Six Sigma in Healthcare: Applying DMAIC methodology to improve patient care quality and efficiency.
 - Patient-Centered Care: Principles and practices of patient-centered care delivery.
- Afternoon:
 - Healthcare Quality Improvement Frameworks: Understanding and applying quality improvement methodologies (e.g., PDSA cycle, FMEA).
 - Risk Management in Healthcare: Identifying and mitigating risks to patient safety.

Day 2: Operational Efficiency & Resource Management

- Morning:
 - Supply Chain Management in Healthcare: Optimizing inventory management, procurement, and logistics.
 - Workforce Management: Staffing optimization, scheduling, and employee engagement.
 - Revenue Cycle Management: Improving billing and collections processes, reducing denials.
- Afternoon:
 - Financial Management in Healthcare: Understanding healthcare finance, budgeting, and cost control.
 - Technology in Healthcare: Implementing and utilizing technology to improve operational efficiency (e.g., Electronic Health Records, telemedicine).

Course Outline

Day 3: Patient Safety & Quality Improvement

- Morning:
 - Medical Errors and Patient Safety: Identifying and mitigating common medical errors.
 - Root Cause Analysis: Investigating and addressing root causes of adverse events.
 - Patient Safety Initiatives: Implementing and evaluating patient safety programs (e.g., medication reconciliation, fall prevention).
- Afternoon:

Quality Improvement Projects: Developing and implementing quality improvement projects using data-driven methodologies

Day 4: Learning & Development in Healthcare

- Morning:
 - Leadership in Healthcare: Building high-performing teams, motivating staff, and fostering a culture of excellence.
 - Change Management in Healthcare: Leading and managing organizational change within a healthcare setting.
 - Communication and Stakeholder Engagement: Communicating effectively with patients, staff, and other stakeholders.
- Afternoon:
 - Case Studies: Analyzing real-world case studies in healthcare operations and quality improvement.

Day 5: The Future of Healthcare & Innovation

- Morning:
 - Value-Based Care: Understanding and implementing value-based care models.
 - Population Health Management: Strategies for improving the health of entire populations.
 - Emerging Trends in Healthcare: Telehealth, artificial intelligence, precision medicine.
- Afternoon:
 - Developing a Vision for the Future: Creating a roadmap for operational excellence and sustainable healthcare delivery.
 - Q&A and Wrap-up Session

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

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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/

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.



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THANK YOU

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