



**Healthcare and Hospital Management**

# **Operational Mastery in Healthcare Facilities**



- Location: London
- Date: From 7/7/2025 To 11/7/2025
- Investment: \$5950 (Excluding VAT)



## Course Introduction

This 5-day intensive course equips healthcare professionals with the knowledge and skills necessary to optimize operational efficiency, enhance patient care, and improve overall organizational performance within healthcare facilities. Participants will explore best practices in healthcare operations management, including process improvement, resource optimization, patient flow management, and quality improvement initiatives.

## 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:

- Understand the key principles of healthcare operations management and their impact on patient care.
- Analyze and optimize operational workflows and processes within healthcare facilities.
- Develop and implement strategies for improving patient flow and reducing wait times.
- Effectively manage resources, including staff, equipment, and supplies.
- Enhance patient safety and quality of care through operational excellence.
- Apply lean principles and other process improvement methodologies to healthcare settings.
- Utilize data analytics and performance metrics to monitor and improve operational performance.
- Lead and motivate teams to achieve operational excellence.

## Who Should Attend?

This course is designed for a wide range of healthcare professionals, including:

- Hospital Administrators
  - Department Managers (e.g., Nursing, Radiology, Laboratory)
  - Operations Managers
  - Quality Improvement Managers
  - Clinical Directors
  - Healthcare Consultants
  - Anyone involved in the management and operations of healthcare facilities
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# Course Outline


## Day 1: Foundations of Healthcare Operations Management

- Principles of Healthcare Operations Management
- Lean Principles and Six Sigma in Healthcare
- Patient Flow Management and Reducing Wait Times
- Key Performance Indicators (KPIs) in Healthcare Operations

## Day 2: Resource Management and Optimization

- Staff Scheduling and Resource Allocation
- Inventory Management and Supply Chain Management
- Equipment Utilization and Maintenance
- Cost Containment and Revenue Cycle Management

## Day 3: Quality Improvement and Patient Safety


- Root Cause Analysis and Problem-Solving Techniques
  - Implementing Quality Improvement Initiatives
  - Patient Safety Protocols and Best Practices
  - Risk Management and Patient Safety
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# Course Outline

## Day 4: Technology and Innovation in Healthcare Operations

- Electronic Health Records (EHR) and their impact on operations
- Telehealth and Remote Patient Monitoring
- Robotics and Automation in Healthcare
- Data Analytics and Business Intelligence in Healthcare

## Day 5: Leadership and Team Development

- Leading and Motivating Healthcare Teams
  - Change Management and Organizational Transformation
  - Communication and Collaboration in Healthcare
  - Building a High-Performing Healthcare Operations Team
  - Case Studies and Real-World Applications
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# 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

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 AMSTERDAM

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# OUR PARTNERS





# THANK YOU

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