



إدارة عمليات المستشفى: دليل شامل لتحسين الأداء وتحقيق الكفاءة

Duration: 5 Days

Language: ar

Course Code: IND05-119

Objective

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review performance documents of real-world established hospitals to highlight key methods and techniques used to manage different aspects, including finance and patient capacity.

Participants can get involved in a variety of different learning methods and exercises to aid in their knowledge development. This combination of methods includes seminars, group discussions, video materials and individual activities. This ensures that the participants are granted multiple opportunities to fully develop their knowledge and practical skills relating to the taught content.

Audience

This course is designed for anyone within hospital management who wishes to develop their operations management knowledge. It would be most beneficial for:

- Operations Managers
- Senior Executives
- Finance Managers
- Pharmaceutical Directors
- Quality Assurance Managers

- Project Managers
- Communications Directors
- Hospital Engineering Managers

Training Methodology

This course uses a practical and interactive training approach tailored to adult learning principles. It combines short, focused presentations with real-world hospital case studies and performance documents to illustrate key concepts. Participants will engage in group discussions, video-based learning, and individual exercises to apply tools and techniques in a realistic context. The programme also includes dedicated Q&A sessions to address specific challenges faced by attendees, ensuring they can relate the learning directly to their operational environment.

Summary

Effective hospital operations management is vital in ensuring the success of any hospital. Many major decisions come under operations management, including finances, patient capacity and employee management. If any of these were to be lacking or not meet expectations, it is guaranteed that the hospital would be unable to provide adequate care for the patients, putting them at a potential detriment.

One of the most important aspects of hospital management is managing patients. There is a constant flow of patients within the hospital, and it is vital to constantly monitor the flow to ensure no singular department is becoming overburdened. There should be a strong focus on utilising methods, tools, and technologies to help manage patients and reduce overall wait times.

Furthermore, there should also be a focus on managing the employees as this will greatly impact overall performance. Doctors, nurses and other important medical staff are the face of the hospital, and it is vital to ensure they are meeting patients with confidence, competency, and an empathetic and trusting voice to help them provide the best care.

Course Content & Outline

Section 1 : Fundamentals of Hospital Operations Management

- Understanding what operations management is in relation to a hospital.
- Explaining the four major decision areas of operations management and their importance – capacity, purchasing and supply, process technology and improvement.
- Exploring the different classification of hospitals and how this may influence their patient demands and goals.
- Recognising the different divisions of hospitals and how these collaboratively contribute to overall success.

Section 2 : Patient Capacity

- The vitality of managing patient capacity within a hospital.
- Acknowledging the consequences and potential detriment on patient care if the hospital was to function over capacity.
- Analysing check-in and discharge data to understand the typical flow of patients in each department.
- Creating patient forecasts of demands to evaluate potential service adjustments to increase capacity and reduce wait times.
 - Improve staffing wherever possible to compensate for patient capacity.

Section 3 : Purchasing, Supply and Finance Management

- Ensuring all departments have access to the necessary resources at all times.
- Managing finances and budget to allow for additional resources in times of crisis.
 - Building strong relationships with stakeholders to acquire additional income – investments, donations, research grants and more.
 - Investing in employees to maintain loyal employees and reduce overtime expenditures.

Section 4 : Team Management

- Encouraging high levels of customer service by building rapport with patients, developing trust and communicating in an empathetic manner.
- Creating teams with varying skills, competencies, and knowledge to ensure balance throughout all projects, assignments, and tasks.

- Providing opportunities for additional coaching and training for employees to improve skills and knowledge.
- Offering rewards and incentives for outstanding work and performance.

Section 5 : Performance Improvement

- Exploring new technologies that are rising in popularity throughout the healthcare sector to understand their potential benefit.
- Planning, strategising, and implementing new technologies to improve tedious and time-consuming tasks.
- Incorporating secure electronic record-keeping systems to increase communication between departments and accessibility to patient information.
- Reducing waste throughout departments to focus on aspects that are contributing to success.

Certificate Description

عند إتمام هذه الدورة التدريبية بنجاح، سيحصل المشاركون على شهادة إتمام التدريب من Holistique Training. وبالنسبة للذين يحضرون ويكلون الدورة التدريبية عبر الإنترنت، سيتم تزويدهم بشهادة إلكترونية (e-Certificate) من Holistique Training.

وخدمة اعتماد التطوير المهني (BAC) معتمدة من المجلس البريطاني للتقييم Holistique Training شهادات ISO 29993 أو ISO 21001 كما أنها معتمدة وفق معايير، (CPD) المستمر.

لهذه الدورة من خلال شهادتنا، وستظهر هذه النقاط على شهادة إتمام (CPD) يتم منح نقاط التطوير المهني المستمر واحدة عن كل ساعة CPD يتم منح نقطة، ووفقاً لمعايير خدمة اعتماد Holistique Training التدريب من لأي دورة واحدة نقدمها حالياً CPD حضور في الدورة. ويمكن المطالبة بحد أقصى قدره 50 نقطة.

Categories

الرعاية الصحية والصيدلانية، إدارة المشاريع

Related Articles

أهم معايير الجودة في المستشفيات والمرافق الصحية وأهميتها

تعتبر معايير الجودة في المستشفيات والمراكز الصحية من الركائز الأساسية لضمان تقديم رعاية صحية متكاملة وآمنة للمرضى. في ظل التحديات المستمرة التي يواجهها قطاع الرعاية الصحية، من تزايد أعداد المرضى إلى التطور السريع في التكنولوجيا الطبية، يصبح الالتزام بمعايير الجودة أمراً حيوياً لتحقيق التميز والكفاءة في تقديم الخدمات الصحية.

YouTube Video

https://www.youtube.com/embed/_HB4-Oi1eKI?si=WbFaEqkuLdP5s4Kz