

HealthCare Management & Administration (HMA)

Kuala Lumpur (Malaysia)

30 September - 4 October 2024

UK Training

PARTNER



HealthCare Management & Administration (HMA)

Code: HM28 From: 30 September - 4 October 2024 City: Kuala Lumpur (Malaysia) Fees: 4400 Pound

Introduction

The role of Healthcare leaders is to create and sustain a successful organisational environment. This environment should optimise effectiveness and safety for the patient. Simply it should be centered around patient care.

The leader's role is not confined to ensuring the best possible physical environment. Yet, they should extend to providing an organizational culture. This culture supports healthcare team members in the often-stressful work of direct care provision.

The covid-19 pandemic has brought the need for agility and resilience for individuals, society, and healthcare organizations in the entire world. Health administration and management are the keys.

Important note:

Blackbird Training Centre offers a site visit to a public/private hospital in Istanbul for group registration.

You can check our channel on YouTube to see a video of our visits to the hospitals.

Training Objectives

- Provide the participants with enhanced skills to manage and administer their hospitals/medical department
- Prepare healthcare leaders to execute related programs and oversee improvement projects
- Help the participants acquire advanced skills for organizational success, leadership, effectiveness, and efficiency techniques.
- Improve your behavioral health care as a manager
- Provide training in the development & implementation of strategic planning
- Maximize productive collaboration and minimize less productive behavior
- Understanding roles and responsibilities to be followed for medication reminders, medication assistance, and medication administration
- Discussing current health care delivery system as it relates to the economics, access, and overall health of the population
- Discuss Risk management in healthcare and Healthcare administrators

Training Outlines

Day 1

Healthcare Leadership Principles



- What is healthcare administration
- Leadership & Management Functions
- Power Sources of the healthcare Leaders
- Roles of the healthcare Leader/Manager
- Organizational Mission, Vision, and Values
- The Healthcare Leadership Skills
- Healthcare Leadership Styles for managers

Day 2

Building Resilience and Agility

- The Effectiveness & Efficiency of healthcare management/managers
- Resilient people, three characteristics
- Agility and Resilience Foundational Skills
- The Agility and Resilience Impact on Healthcare
- Problem-solving & decision making

Day 3

Creative Healthcare Leadership

- Thinking skills and Critical Thinking
- The Thinking Hats for healthcare leaders
- Characters of Strategic Thinkers
- Understanding Healthcare Team Dynamics
- Tuckman Model: The Stages of Team Development
- Behavioral health care manager training
- Health and social care management training

Day 4

Healthcare Strategic Management

- A Strategic Management Model
- Strategic Competition: Suitable, Feasible & Acceptance
- Strategic Planning Model: ABCDE
- Tools for Putting Strategy into Action
- SWOT Analysis & SMARTER Goals
- Strategy Implementation
- Risk management in healthcare administration

Day 5

Change Management in Healthcare Organization

- Change Models: Lewin, Kotter, and McKinsey 7S
- Negotiation and dispute resolution
- BATNA, WAP & ZOPA
- Risk Avoidance and Risk Acceptance



- Contingent Valuation Method
- Program review and Post-Assessment

If site-visit to the hospital is applicable, we will visit one public & one private hospital to cover the following:

- Observing day-to-day HCAM responsibilities
- Managing human resources
- Allocating budgets and other financial resources
- Submitting reports
- Maintaining and managing IT systems and databases
- Coordinating with doctors, physicians, nurses, surgeons, health information technicians, pharmacists, and other professionals
- How to ensure patient quality care, treatment, and rehabilitation



Blackbird Training Cities

Europe



Podgorica (Montenegro)



Stockholm (Sweden)



Lyon (France)



Birmingham (UK)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Sarajevo (Bosnia and Herzegovina)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)

USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Malta (Malta)



Toronto (Canada)



Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Tailand)



Beijing (China)



Moscow (Russia)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Refinement

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

