

Hospital Management and Administration (MHA)

Kuala Lumpur (Malaysia)

13 - 17 October 2025

UK Training

PARTNER



Hospital Management and Administration (MHA)

Code: HM28 From: 13 - 17 October 2025 City: Kuala Lumpur (Malaysia) Fees: 4900 Pound

Introduction

This training course helps participants to advance their careers in medical administration. They'll gain a firm grasp of medical and scientific terms used day-to-day in hospitals, GP surgeries and other medical settings. In this course, participants will gain the skills to communicate effectively and manage staff, processes and healthcare resources at all levels.

Course Objectives

- Understanding roles and responsibilities to be followed by management and administration.
- Being familiar with skills and knowledge needed for general administration staff.
- Appropriate training for leaders, supervisors, and managers in the hospital departments.
- Discuss the current healthcare delivery system as it relates to the economics, accessibility, and overall health of the population.

Course Outlines

Day 1: Management & Organizations

- Defining the organizations and healthcare organizations.
- Defining management
 - Identifying the professional manager.
 - What do professional managers do in hospitals?
 - Professional managers and business ethics in the medical sector.
- Defining management in healthcare organizations.
- Factors that impact the management function.
- Essential managerial functions.
- The 6 steps in planning effectively.

* Note: At the end of day 1, BlackBird Training will arrange the exact days/dates/times/transportation of the hospital visits.

Day 2: Management, Motivation & Leadership

- Defining leadership at the hospital levels.
- Differences between leaders and managers.
- The 6 levels of leadership.
- Leadership characteristics and habits of professional managers.
- Personal Action Plan.
- Best practices in hospital management and leadership.



- Defining motivation and the need for it in hospitals.
- Key motivational theories professional managers should be aware of.
- Leading towards a motivated work environment.
- Motivating a multicultural workforce in healthcare systems.

Day 3: Time management challenges & assessment

- Definition of time management and its criticality in the hospital.
- Time management challenges in healthcare workplaces.
- Modern time management.
- Major time wasters
 - Self-imposed time wasters.
 - System-imposed wasters.
- Time management assessment.

Day 4: Management in hospitals

- Challenges of health and hospital administration in the new millennium.
- Administration of hospital services.
- Administration of out-patient services.
- Administration of hospital departments
 - Nursing services.
 - Ward administration.
 - Administration of operation theaters.
 - Material management nutrition, x-ray, lab, pharmacy, etc....
 - Records management.

Day 5: Hospital Management and Private Practice

- Promoting health through hospitals.
- Reproductive and child health services.
- Referral systems.
- Hospital administration during disaster.



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