

## Hospital Management and Administration (MHA)

*Kuala Lumpur (Malaysia)*

*4 - 8 November 2024*

UK Traininig

# PARTNER



## Hospital Management and Administration (MHA)

Code: HM28 From: 4 - 8 November 2024 City: Kuala Lumpur (Malaysia) Fees: 4400 Pound

### Introduction

This training course helps participants to advance their career 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 of Hospital Management and Administration MHA

- 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
- Discussing current health care delivery system as it relates to the economics, accessibility and overall health of the population

### Course Outlines of Hospital Management and Administration MHA

#### 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 which 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/time/transportations 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 hospitals 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 multi-cultural 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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Agile and Refinement

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