

## Hospital Management and Administration (MHA)

*Kuala Lumpur (Malaysia)*

*3 - 7 November 2025*

UK Traininig

# PARTNER



## Hospital Management and Administration (MHA)

Code: HM28 From: 3 - 7 November 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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Agile and Elevation

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Telecom Engineering  
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Health & Safety  
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