BLACKBIRD FOR TRAINING

Healthcare Human Resources Management for Hospital Professionals

26 April – 7 May 2027
Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



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Introduction

Healthcare management is evolving, and staying ahead of the curve requires understanding the role that human resources play in shaping the future of healthcare organizations. Whether you're a student or a current professional working in healthcare, this comprehensive course is designed to provide you with the knowledge and tools necessary to navigate the dynamic world of healthcare human resource management. As human resource management in healthcare continues to grow in importance, mastering its intricacies will help you lead, innovate, and address the critical challenges facing the healthcare industry today.

Important Note: For groups of 5 people or more, registration in Istanbul guarantees a 2-day site visit to one public and one private prestigious hospital.

Course Objectives

- Understand the Role of Human Resources in Healthcare: Learn the critical functions of human resource management in healthcare and why it is essential for the success of healthcare organizations.
- Strategic HR Management in Healthcare: Explore how strategic human resource management in healthcare contributes to the achievement of organizational goals and enhances the overall patient care experience.
- Address Key HR Challenges: Gain insights into the various challenges of human resource management in healthcare, and discover solutions to overcome them.
- Develop HR Planning Skills: Understand how effective HR planning in healthcare organizations directly impacts organizational strategies and helps drive success.
- Comply with Legal and Accreditation Standards: Learn about the legal issues affecting healthcare workplaces and the role of organizations like the Joint Commission in setting standards for healthcare organizations.
- Workforce Development and Safety: Discover the importance of training, development, and maintaining a safe, secure, and healthy work environment in healthcare settings.



Course Outlines

Day 1: The Nature and Challenges of Healthcare HR Management

- HR in Healthcare Insights
- The Nature of Healthcare Organizations: Governmental, private, and non-profit institutions
- Current and Future Challenges in healthcare
- The HR Function in Healthcare: Understanding the critical roles of HR professionals in hospitals and healthcare organizations
- Joint Commission on Accreditation of Healthcare Organizations JCAHO and its impact on healthcare HR

Day 2: Healthcare HR Competencies, Structures, and Quality Standards

- Competencies for Healthcare HR Professionals
- HR Departments and Organizational Structures in healthcare
- Quality Standards and HR in Healthcare: How to measure HR effectiveness and meet accreditation standards
- The Role of JCAHO in Healthcare HR Management

Day 3: Legal Issues Affecting the Healthcare Workplace

- Equal Employment Opportunity EEO in Healthcare
- Discrimination Laws and Practices: Gender, age, and disability discrimination
- Americans with Disabilities Act ADA
- Enforcement Agencies and Compliance
- Legal Guidelines for Employee Selection Procedures

Day 4: Job Design and Analysis

- Strategic Job Design in Healthcare: Aligning job functions with organizational objectives
- Job Analysis in Healthcare Organizations
- Legal Implications of Job Analysis
- Human Reactions to Job Analysis
- Job Description Components and Processes

Day 5: Healthcare Recruitment and Selection

- Recruitment in Healthcare: How HR professionals manage the recruitment process for healthcare organizations
- Internal and External Recruiting: Strategies for sourcing talent
- The Role of Technology in Healthcare Recruitment
- Recruiting Evaluation and Metrics



Day 6: Organizational Relations and Employee Retention in Healthcare

- Building Strong Employee/Organization Relationships
- Retention Strategies in Healthcare HR
- Job Satisfaction and Organizational Commitment
- Managing Work-Life Balance: Best practices in retention management

Day 7: Training and Development in Healthcare Organizations

- The Importance of Training and Development in Healthcare HR
- Healthcare Training Programs: Developing tailored programs for healthcare professionals
- Choosing Effective Development Approaches
- Special Issues in Healthcare Employee Development

Day 8: Performance Management in Healthcare Organizations

- Performance Management Systems in Healthcare
- Performance Appraisal in Healthcare: Methods, challenges, and best practices
- Rater Errors and Feedback in Performance Appraisal
- Effective Performance Management in Healthcare Settings

Day 9: Labor Relations & Healthcare Organizations

- The Role of Unions in Healthcare
- Labor-Relations Philosophy: Understanding union-management relationships
- The Unionization Process and Collective Bargaining
- Healthcare Compensation Practices: Executive compensation, pay increases, and compliance with pay systems

Day 10: Safety, Health, and Security in Healthcare Organizations

- Safety and Health Management in Healthcare Settings
- Occupational Safety and Health Administration OSHA Compliance
- Joint Commission Standards for Safety, Health, and Security
- Legal Requirements for Workplace Safety

Field Visit to Prestigious Hospitals if applicable:
Participants will observe daily responsibilities such as managing human resources, allocating budgets, submitting reports, and ensuring the proper coordination among medical professionals. Additionally, the visit provides an opportunity to understand the strategic role HR plays in hospital policy decisions, patient care, and technology innovations.



Why Attend this Course: Wins & Losses!

- Strategic HR Management in Healthcare: Mastering human resource management in healthcare enables you to address the strategic needs of healthcare organizations. This course will teach you how HR in healthcare directly impacts patient care and organizational success.
- Tackling HR Challenges in Healthcare: Gain valuable insights into the challenges of human resource management in healthcare and develop practical skills to overcome them.
- Workforce Management Excellence: Learn how to effectively manage human resources in a hospital setting, from recruitment to training to performance management, and understand the importance of HR in healthcare.
- Hands-on Experience: The course includes a field visit to hospitals, providing real-world examples of how HR management operates in prestigious healthcare organizations.
- In-depth Knowledge of Legal Compliance: Stay informed on the latest HR laws affecting healthcare and how to ensure compliance with accreditation standards.

Conclusion

Human resource management hr training resources in healthcare is crucial for achieving operational excellence, improving patient care, and fostering a healthy work environment. This course equips you with the tools, knowledge, and real-world insights to excel in hospital human resources management and tackle the many challenges HR professionals face in the healthcare industry. By the end of this course, you will be prepared to contribute strategically to the future of healthcare organizations and lead HR initiatives that enhance both employee satisfaction and patient outcomes. Join us today and be part of shaping the future of healthcare!

