BLACKBIRD FOR TRAINING

Hospital Management and Administration (MHA) Comprehensive Course

19 – 30 September 2027
Amman (Jordan)

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PARTNER



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Ref: 3294_291628 **Date:** 19 – 30 September 2027 **Location:** Amman (Jordan) **Fees:** 8800 GBP

Introduction

In the modern healthcare landscape, hospital and healthcare administration has become essential for ensuring the delivery of high-quality services. Hospital management is a vital field that combines medical knowledge and administrative skills to ensure efficient operations in healthcare institutions. This training course is designed to equip participants with the necessary skills to excel in hospital management roles, providing in-depth insights into the intricacies of day-to-day hospital operations.

The course covers hospital management, healthcare administration, and leadership, with a special focus on improving managerial skills within hospitals. Participants will have the opportunity to engage with professionals in the field and observe best practices through on-site hospital visits to both private and public hospitals.

Course Objectives

- Understanding roles and responsibilities of management and administration in hospitals.
- Familiarizing participants with the skills and knowledge required for general administrative staff in healthcare settings.
- Training leaders, supervisors, and managers across various hospital departments.
- Discussing the current healthcare delivery system with an emphasis on economics, accessibility, and population health.
- Mastering resource management to ensure the effective operation of healthcare services.

Course Outlines

Day 1: Management & Organizations

- Defining healthcare organizations and management.
- Understanding the roles and responsibilities of hospital managers.
- Introduction to professional management in hospitals.
- Exploring business ethics in medical sector management.
- Key managerial functions and effective planning strategies.



Day 2: Management, Motivation & Leadership

- Defining leadership at hospital levels and the difference between leaders and managers.
- Understanding the six levels of leadership.
- Leadership characteristics and habits of effective hospital managers.
- Personal action plans for leadership development.
- Motivating diverse hospital teams and understanding key motivational theories.

Day 3: Time Management Challenges & Assessment

- Time management's importance in hospitals and healthcare settings.
- Common time management challenges in healthcare workplaces.
- Identifying major time wasters in hospital environments.
- Time management self-assessment and improvement strategies.

Day 4: Management in Hospitals

- Challenges in hospital administration in the modern era.
- Managing hospital services and outpatient services.
- Organizing hospital departments, nursing services, and ward administration.
- Managing hospital operations, including operating theaters and material management.

Day 5: Quality Management in Hospitals

- Introduction to Quality Control QC in hospitals.
- Doctor-patient relationships from a quality control perspective.
- Performance feedback and its role in improving healthcare services.

Day 6: Hospital Management and Private Practice

- Promoting health through hospitals and public health initiatives.
- Managing reproductive and child health services in hospital settings.
- Hospital administration during disaster and emergency situations.
- Referral systems and their importance in hospital management.

Day 7: Field Visit to a Private Hospital

- Understanding the Hospital's Organizational Structure: Visit a renowned private hospital and explore its organizational structure and management practices.
- Meeting with Senior Management: Engage with senior executives to discuss strategies used in private hospital management and how they approach leadership and operations.
- Resource and Budget Management: Learn how budgets are allocated and resources are managed efficiently in a private hospital setting.
- Risk Management Practices: Observe how private hospitals handle medical, financial, and operational risks and manage crises effectively.



Day 8: Field Visit to a Public Hospital

- Exploring the Organizational Structure of Public Hospitals: Visit a well-established public hospital to observe the difference in organizational structures compared to private hospitals.
- Engaging with Department Heads: Meet with department heads to understand how hospital operations are organized, from nursing services to surgical departments.
- Managing Medical Records and Data: Learn about medical records management and the importance of data protection in a public healthcare setting.
- Implementing Quality Management Practices: Understand how public hospitals apply quality management systems to ensure patient care and reduce medical errors.

Day 9: Hands-on Experience in a Healthcare Setting

- Interacting with Hospital Teams: Observe and interact with doctors, nurses, and administrative staff to understand the collaboration needed for effective healthcare delivery.
- Decision-making in Real-time: Witness how managers make decisions regarding patient care, staff coordination, and resource allocation during day-to-day operations.
- Applying Time Management in Healthcare: See firsthand how hospital staff manage their time to balance patient care with administrative responsibilities.
- Best Practices in Hospital Management: Participate in discussions on best practices for hospital administration, focusing on patient care, staff motivation, and operational efficiency.

Day 10: Review and Closing Workshop

- Lessons Learned: Review the key takeaways from the course and the site visits.
- Applying Knowledge to Practice: Discuss how to apply the learned skills to your workplace and identify what strategies work best.
- Success and Failure Stories: Learn from both success stories and challenges faced by hospital administrators in real-world situations.
- Technology in Hospital Management: A closer look at modern IT applications and their role in improving hospital operations and patient care.

Why Attend This Course: Wins & Losses!

- Enhance Your Hospital Management Skills: Gain a comprehensive understanding of hospital administration, from strategic planning to managing daily operations.
- Prepare for Leadership Roles in Healthcare: Get ready for senior roles in healthcare management such as hospital manager, department head, or healthcare administrator.
- Open New Opportunities in Hospital and Healthcare Management: Learn the challenges and opportunities in both public and private hospital management and become more versatile in the field.
- Exclusive On-Site Learning Opportunities: Participate in field visits to prestigious hospitals, giving you the chance to observe real-world management practices.
- Recognized Certification: Obtain a certification that will boost your resume and career in healthcare administration and hospital management.



Conclusion

Hospital management and healthcare administration are critical areas that require a balance of medical knowledge and strong management skills. This course offers you the tools to become an effective leader in healthcare, opening doors to higher positions in hospital administration and healthcare management.

If you're looking to improve your skills in hospital management, gain valuable real-world experience, or prepare for an advanced career in healthcare, this course is your gateway to success. Don't miss out on this opportunity to learn from experts and gain practical experience in managing healthcare institutions.

