

# € TRAINING

Hospital and Health Services Management



3 - 7 June 2024  
Kuala Lumpur (Malaysia)



# Hospital and Health Services Management

REF: S2356 DATE: 3 - 7 June 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 Euro

## Introduction:

This training program is designed to equip participants with the knowledge and skills required for effective leadership and administration within healthcare institutions. It will prepare individuals to navigate the complex challenges of modern healthcare delivery systems and drive organizational success.

## Program Objectives:

At the end of this program, participants will be able to:

- Identify the most important recent developments in the field of hospital and treatment facility management.
- Develop the skills of everyone who holds management positions in hospitals and treatment facilities.
- Acquire basic concepts of health care and health management.
- Understand and analyze the administrative process and administrative model in hospitals.
- Gain capabilities in analyzing and studying the health organization's environment.
- Develop skills in exercising their administrative roles efficiently and effectively.

## Targeted Audience:

- Hospital managers.
- Health center managers.
- Assistant managers.
- Heads of medical administrative departments.
- Administrative staff in the Department of Management and Health Information Systems.
- Administrative staff in HR , Purchasing , Insurance , and Medical Records Departments.

## Program Outline:

### Unit 1:

#### Administrative Processes and Health Systems Governance:

- Health management and the administrative process in the health institution.

- The administrative model in health institutions and hospitals.
- Health services financing activities.
- Health systems and components of the national health system.
- Legal and ethical considerations in healthcare administration.

## Unit 2:

### Strategic Planning and Organizational Development:

- Strategic health planning.
- Building and organizing health institutions and hospitals.
- Improving medical quality and enhancing productivity.
- Risk management and cost accounting.
- Implementing change management strategies in healthcare organizations.

## Unit 3:

### Operational Management in Healthcare Facilities:

- Contemporary scientific concepts and foundations for the management of hospitals and treatment facilities.
- Political dimensions of health services management and its supporting services.
- Medical operations management systems.
- Outpatient management systems.
- Implementing patient-centered care initiatives.

## Unit 4:

### Systems and Controls in Healthcare Services:

- Health services planning and control systems.
- Inventory control systems in hospitals and treatment units.
- Systems for scheduling medical operations and service operations.
- Medical information and records systems.
- Quality assurance protocols and performance improvement measures.

## Unit 5:

### Information Systems and Operational Efficiency:

- The role of information systems and medical records in planning and controlling medical and non-medical operations.
- Food service management systems.
- Productive efficiency in hospitals and therapeutic facilities.
- Medical performance evaluation systems.
- Implementing technology-driven solutions for healthcare optimization.