MERCURY

Healthcare Facility Management: Patient Flow Optimization

14 – 18 June 2027
Vienna (Austria)



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Healthcare Facility Management: Patient Flow Optimization

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Introduction:

Optimizing patient flow is crucial for enhancing healthcare delivery, improving patient satisfaction, and mitigating operational bottlenecks in healthcare facilities. This Healthcare Facility Management: Patient Flow Optimization training course equips healthcare professionals with practical tools and techniques to improve care coordination and minimize delays.

This Healthcare Facility Management: Patient Flow Optimization program addresses both strategic and operational aspects of managing patient movements across departments. Participants will explore evidence-based models, real-time analytics, and workflow design to enhance service efficiency.

The Healthcare Facility Management: Patient Flow Optimization course emphasizes multidisciplinary collaboration and proactive capacity planning. It addresses the evolving challenges of modern healthcare settings, particularly under pressure from increasing patient loads and resource constraints. Learners will implement sustainable, patient-centered flow solutions.

Targeted Groups:

This Healthcare Facility Management: Patient Flow Optimization training targets professionals seeking specialized knowledge and skills:

- Hospital and clinic operations managers.
- Healthcare facility administrators.
- Patient experience officers and coordinators.
- Quality and performance improvement officers.
- Emergency department supervisors.
- Bed management and discharge planning teams.
- Health information systems analysts.
- Medical logistics and resource planners.
- Nursing leaders and ward supervisors.
- Healthcare consultants and process improvement experts.

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Course Objectives:

Participants will achieve the following objectives by completing the Healthcare Facility Management's Patient Flow Optimization course:

- Understand key concepts and challenges in patient flow dynamics.
- Analyze current workflows to identify inefficiencies and bottlenecks.
- Evaluate patient journey mapping strategies for better decision-making.
- Apply queue management systems to enhance operational throughput.
- Design patient-centric models that align with organizational goals.
- Interpret real-time data to improve scheduling and resource allocation.
- Formulate strategies to reduce wait times and length of stay.
- Recommend evidence-based approaches to streamline admissions and discharges.
- Develop proactive surge capacity planning frameworks.
- Assess and monitor flow improvement initiatives for measurable outcomes.
- Facilitate team collaboration to align flow processes with patient care objectives.
- Implement tailored action plans based on organizational structure and care delivery models.

Targeted Competencies:

Participants will gain the following competencies during the Healthcare Facility Management: Patient Flow Optimization program:

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- Process analysis and clinical operations assessment.
- Real-time decision-making based on facility capacity.
- Integration of patient tracking and data-driven systems.
- Prioritization and resource balancing in dynamic settings.
- Workflow design tailored for different healthcare units.
- Implementation of queue and wait time management tools.
- Stakeholder engagement in care coordination.
- Change management for continuous improvement.
- Risk anticipation in high-volume patient periods.
- Leadership in multidisciplinary healthcare environments.

Course Content:

Unit 1: Fundamentals of Patient Flow in Healthcare Facilities:

- Define patient flow and its strategic significance.
- Identify the key stakeholders in the flow process.
- Analyze systemic delays and their root causes.
- Explore the patient journey from admission to discharge.
- Differentiate between scheduled and unscheduled care flows.
- Understand demand forecasting and capacity alignment.
- Introduce lean principles in flow optimization.
- Examine case studies of efficient patient throughput.
- Establish metrics for flow performance evaluation.

Unit 2: Workflow Mapping and Bottleneck Analysis:

- Conduct process mapping across departments.
- Recognize key transition points that affect care delivery.
- Evaluate patient handovers and communication breakdowns.
- Use value stream mapping to identify waste.
- Analyze emergency, outpatient, and surgical flows.
- Apply tools for time-motion study and delay audits.
- Create visual dashboards for bottleneck monitoring.
- Establish feedback mechanisms from clinical staff.
- Implement rapid improvement cycles based on analysis.

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Unit 3: Data-Driven Patient Flow Management:

- Explore electronic health record EHR integration for tracking.
- Leverage predictive analytics for capacity management.
- Utilize KPIs for real-time monitoring LOS, occupancy, throughput.
- Develop dashboards for visualizing patient movement trends.
- Implement automation in bed assignment and discharge planning.
- Apply machine learning to reduce readmission and wait times.
- Enhance communication through digital handoff tools.
- Manage transfer protocols using shared data systems to ensure seamless data exchange.
- Address data governance in flow optimization projects.

Unit 4: Strategies for Throughput and Capacity Optimization:

- Standardize admission, transfer, and discharge ADT workflows.
- Optimize staffing models based on patient flow trends.
- Redesign triage and intake processes for faster access.
- Apply demand-based bed management strategies.
- Enhance diagnostic coordination to minimize patient delays.
- Establish early discharge planning protocols.
- Integrate community care for a smoother transition post-discharge.
- Pilot care pathways that reduce unnecessary touchpoints.
- Streamline interdepartmental scheduling practices.

Unit 5: Change Leadership and Implementation in Healthcare Settings:

- Assess readiness for change within healthcare teams.
- Build a multidisciplinary team for flow initiatives.
- Develop action plans aligned with institutional goals.
- Train frontline staff in new process models.
- Monitor progress through phased implementation.
- Communicate performance outcomes to stakeholders.
- Apply feedback loops for adaptive adjustments.
- Manage resistance and encourage staff participation.
- Scale successful models across departments and facilities.

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Final Insights & Key Takeaways:

Effective patient flow management directly improves healthcare outcomes, resource efficiency, and patient satisfaction. This Healthcare Facility Management: Patient Flow Optimization course empowers professionals to build agile, data-driven systems that adapt to real-time patient needs and requirements. Through structured planning and practical application, learners can transform bottlenecks into opportunities for continuous improvement. Patient-centered care begins with optimized movement and coordinated service delivery.