MERCURY

Patient Flow & Capacity Management in Healthcare Facilities

19 – 23 April 2027
Kigali (Rwanda)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Patient Flow & Capacity Management in Healthcare Facilities

Ref: 16163_1068931 **Date:** 19 – 23 April 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction:

Effective patient flow and capacity management are crucial for maintaining optimal operational efficiency and delivering high-quality care in healthcare facilities. This Patient Flow and Capacity Management in Healthcare Facilities training course provides in-depth insights into managing patient transitions, reducing delays, and optimizing resource utilization.

Participants will explore real-world strategies for streamlining admissions, discharge planning, and interdepartmental coordination. The Patient Flow and Capacity Management in Healthcare Facilities course integrates clinical and administrative perspectives to ensure a holistic approach. It emphasises minimizing wait times, enhancing bed availability, and ensuring continuity of care across services.

Attendees will be introduced to data-driven tools and models that support decision-making and improve system responsiveness. This Patient Flow and Capacity Management in Healthcare Facilities program aims to equip healthcare professionals with practical skills to meet the growing demand and enhance healthcare delivery performance.

Targeted Groups:

This Patient Flow and Capacity Management in Healthcare Facilities training targets professionals seeking specialized knowledge and skills:

- Hospital administrators and clinical operations managers.
- Nursing supervisors and bed management teams.
- Healthcare planners and logistics coordinators.
- Emergency department and triage leaders.
- Case managers and discharge planners.
- Quality improvement and patient safety officers.
- Physicians and senior clinical decision-makers.
- Health IT system analysts are involved in capacity tracking.
- Public health officials manage system capacity.
- Policy makers working in healthcare systems.
- Professionals oversee care coordination and utilization.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Course Objectives:

Participants will achieve the following objectives by completing the Patient Flow and Capacity Management in Healthcare Facilities course:

- Identify key challenges in patient flow and resource utilization.
- Analyze bottlenecks and inefficiencies using system data to identify areas for improvement.
- Apply workflow optimization tools in real-time hospital scenarios.
- Design practical strategies to improve patient throughput.
- Evaluate bed capacity and accurately predict demand.
- Develop care coordination frameworks across departments.
- Improve interdepartmental communication during transitions.
- Use dashboards to monitor capacity and performance indicators.
- Integrate evidence-based policies to reduce hospital stay lengths.
- Demonstrate understanding of regulatory considerations in capacity management.
- Develop protocols for managing patient surges and periods of high volume.
- Measure the impact of flow management strategies on patient outcomes.
- Enhance patient satisfaction through timely service delivery.
- Design sustainable, scalable models for long-term efficiency.

Targeted Competencies:

Participants will gain the following competencies during the Patient Flow and Capacity Management in Healthcare Facilities program:

- Assess and prioritize patient admissions with accuracy.
- Monitor patient flow and manage real-time data dashboards.
- Collaborate effectively in multidisciplinary care coordination.
- Optimize discharge processes and patient transitions.
- Implement predictive capacity planning tools.
- Apply lean process improvement in clinical settings.
- Analyze flow metrics and interpret utilization trends to inform decision-making.
- Design communication protocols between clinical units.
- Handle patient surge scenarios with strategic interventions to ensure optimal care.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Course Content:

Unit 1: Foundations of Patient Flow and Capacity Management:

- Define patient flow and capacity in hospital systems.
- Understand the impact of poor flow on care quality.
- Review industry benchmarks and performance standards.
- Examine the economic and operational costs associated with inefficiencies.
- Learn about flow coordination roles and responsibilities.
- Examine the relationship between clinical pathways and flow.
- Study regulatory compliance and reporting standards.
- Analyze patient segmentation and prioritization criteria.
- Identify common misalignments in patient journey planning.

Unit 2: Hospital Throughput Optimization Techniques:

- Introduce system-wide bed management strategies.
- Implement criteria-led discharge planning.
- Streamline interdepartmental transfers.
- Use real-time location systems RTLS for bed tracking.
- Identify high-impact time zones in daily operations.
- Apply simulation models to predict demand.
- Evaluate the impact of early morning discharges.
- Map the ideal flow from emergency to inpatient units.
- Reduce admission wait times using lean process tools.

Unit 3: Data-Driven Decision-Making for Flow Management:

- Understand key performance indicators KPIs for patient flow.
- Interpret real-time data dashboards.
- Analyze trends in patient length of stay LOS.
- Measure throughput across different departments.
- Use historical data for capacity forecasting.
- Introduce predictive analytics in healthcare logistics.
- Validate models against seasonal surges and pandemic events.
- Explore the role of artificial intelligence in decision-making.
- Build an integrated patient flow monitoring framework.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 4: Enhancing Communication and Coordination:

- Establish care transition protocols.
- Enhance coordination among the ED, surgery, and inpatient units.
- Build multidisciplinary huddle systems.
- Define escalation procedures for capacity crises.
- Train teams on standardized handoff tools SBAR, I-PASS.
- Create feedback loops between flow coordinators and clinicians.
- Manage internal communications during peak periods.
- Strengthen relationships across clinical and administrative units.
- Align discharge planners and social services with flow teams.

Unit 5: Strategic Planning and Surge Management:

- Prepare surge capacity frameworks.
- Design escalation policies for system overload.
- Plan for seasonal and epidemic-driven demand spikes.
- Incorporate ICU and emergency preparedness protocols.
- Allocate staffing and equipment based on predictive demand.
- Simulate and test surge readiness using drills.
- Partner with external health systems for overflow solutions.
- Evaluate contingency plans and real-life case studies.
- Establish long-term sustainability in capacity management.

Final Insights & Key Takeaways:

Efficient patient flow and capacity management are critical to delivering timely, high-quality healthcare. Through this Patient Flow and Capacity Management in Healthcare Facilities course, participants gain actionable strategies and tools for improving service delivery. Enhanced coordination and data-driven planning contribute significantly to patient safety and institutional performance. Mastering these principles ensures readiness for current and future challenges in healthcare facility management.