MERCURY

Hospital Management and Administration Training

2 – 6 August 2027
Milan (Italy)



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

Hospital Management and Administration Training

Ref: 15046_1081226 **Date:** 2 – 6 August 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction:

This hospital management and administration training course empowers participants to advance their careers in diverse and dynamic fields. It comprehensively introduces the medical and scientific terminology used in healthcare settings such as hospitals, GP surgeries, and clinics.

Throughout the hospital management and administration program, participants will develop competencies to communicate effectively, oversee staff, streamline processes, and manage healthcare resources efficiently at different organizational levels.

This comprehensive training program is suitable for individuals seeking hospital management certification. Upon concluding the hospital management and administration course, participants will have the opportunity to obtain a hospital management certificate, showcasing their newly acquired skills and dedication to professionalism in healthcare administration.

Enhancing Hospital Administration and Management:

Hospital management and administration are critical aspects of healthcare delivery, requiring leadership, strategic thinking, and operational efficiency skills. Participants will explore what hospital administration and management entail and how these roles contribute to the success of healthcare institutions.

An MBA in hospital management and administration can significantly elevate the expertise of healthcare professionals who desire to take on leading roles in healthcare facility management. The course content strategically aligns with the core competencies required for an MBA-level education in healthcare management.

Targeted Groups:

- Hospital Management Professionals.
- Hospital Departments Managers.
- Administration Staff in Healthcare Organizations.

Course Objectives

By the completion of this hospital management and administration course, participants will:

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- Comprehend the integral roles and responsibilities within hospital management and administration.
- Acquire the necessary skills and knowledge for proficient administration staff in healthcare settings.
- Receive appropriate leadership, supervision, and managerial training for hospital department operations.
- Evaluate the current healthcare delivery system concerning economics, accessibility, and public health outcomes.
- Enhance the management of hospital departments to improve service delivery and patient care.

Targeted Competencies:

By the completion of this hospital management and administration training, participants competencies will:

- Management and organizational skills.
- Leadership and directive skills.
- Staff motivation techniques.
- Performance management strategies.
- Efficient time management.
- Implementation of quality management systems.

Course Content:

Unit 1: Management and Healthcare Organizations:

- Overview of organizations, with a focus on healthcare organizations.
- Understanding hospital management and administration fundamentals.
- The role of professional managers in healthcare.
- What do professional managers do in hospitals?
- Ethics in hospital management and healthcare administration.
- Defining management in healthcare organizations.
- Know the factors that impact the management function.
- Essential managerial functions.
- The 6 steps in planning effectively.

Unit 2: Management and Motivation:

- Define motivation and the need for it in hospitals.
- Key motivational theories professional managers should be aware of.
- Leading towards a motivating work environment.
- Job design.
- Goal setting.
- Performance feedback.
- Reward systems.
- Motivate a multicultural workforce in healthcare systems.

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Unit 3: Management and Leadership:

- Defining leadership within the hospital context.
- Distinctions between leadership and management roles in hospitals.
- The 6 levels of leadership observed in a healthcare setting.
- Leadership qualities and effective habits for hospital managers.
- Personal Action Plan.
- Best practices in hospital management and leadership.

Unit 4: Time Management Challenges and Assessment:

- Definition of time management and its criticality in the hospital.
- The importance of time management in hospital administration and healthcare management.
- Dealing with time management challenges in hospital environments.
- Strategies for modern time management in healthcare administration.
- Major time wasters.
- Self-imposed time wasters.
- System-imposed wasters.
- Time management assessment.

Unit 5: Management in Hospitals:

- Challenges of health and hospital administration in the new world.
- Administration of hospital services.
- Administration of outpatient services.
- Administration of hospital departments.
- Nursing services.
- Ward administration.
- Administration of operation theaters.
- Material management nutrition, x-ray, lab, and pharmacy.
- Records management.

Unit 6: Quality Management in Hospitals:

- Implementing Quality Control QC in hospital settings.
- Interpersonal relationships within the healthcare framework from a QC perspective.
- Doctors and Consumer Protection Act.

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Unit 7: Hospital Management and Private Practice:

- Promoting health through hospitals.
- Reproductive and child health services.
- Referral systems.
- Hospital administration during the disaster.

Unit 8: Bed Management:

- Essentials of a bed management system in a hospital
- What does a hospital bed manager do?
- The functions of the Bed Management Department.
- Improving hospital bed management and patient care.
- Automated bed management.
- What is a bed meeting?
- What is Patient Flow, and how can it be optimized?

Conclusion:

This hospital management and administration training provides practical insights and tools for individuals to excel in their roles, ensuring the efficient operation of healthcare organizations and the delivery of outstanding patient care.