

## Excellence in Hospitality & Transport Management: Health Sector

2027 19 - 8  
Rome (Italy)

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## Excellence in Hospitality & Transport Management: Health Sector

~~R20221714168938~~ **Location:** Rome (Italy) **Fees:** 9400 GBP

### Why This Course

Delivering high-quality hospitality and efficient transportation in healthcare is essential for patient satisfaction and operational excellence. This intensive 10-day program equips participants with the skills and knowledge to manage healthcare hospitality services and transportation systems effectively. Through a mix of theory, practical exercises, and real-world case studies, attendees will learn to enhance patient experiences, optimize logistics, and integrate technology for superior service delivery.

### What You'll Learn and Practice

By attending this course, you will be able to:

- Understand the unique challenges and opportunities in healthcare hospitality.
- Develop strategies to elevate patient experience through hospitality services.
- Master transportation logistics and management in healthcare environments.
- Apply best practices in healthcare facility management.
- Integrate technology solutions to improve service efficiency and outcomes.
- Lead and implement continuous improvement initiatives for healthcare operations.

### The Program Flow

#### Day 1: Introduction to Healthcare Hospitality

- Overview of hospitality in healthcare settings
- Patient-centered care and hospitality principles
- Regulatory and compliance considerations
- Current trends and future outlook

#### Day 2: Patient Experience Management

- Understanding patient needs and expectations
- Designing positive patient experiences
- Service recovery strategies
- Measuring and improving patient satisfaction

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A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver, set against a background of concentric circles.

### **Day 3: Healthcare Facility Management**

- Principles of facility management in healthcare
- Infection control and safety measures
- Environmental services and housekeeping
- Maintenance and renovation planning

### **Day 4: Food and Nutrition Services**

- Dietary services and nutritional considerations
- Menu planning and patient meal operations
- Food safety and quality control

### **Day 5: Healthcare Transportation Fundamentals**

- Types of healthcare transportation services
- Regulatory compliance and safety during patient transport
- Coordination with emergency services

### **Day 6: Transportation Logistics in Healthcare**

- Route planning and optimization
- Fleet management and scheduling systems
- Inter-facility patient transfer management

### **Day 7: Technology in Healthcare Hospitality and Transport**

- Patient management systems
- Telemedicine and remote monitoring applications
- GPS tracking and data analytics for service improvement

### **Day 8: Customer Service Excellence in Healthcare**

- Communication and interpersonal skills for healthcare teams
- Cultural competence and empathy in patient care
- Handling difficult situations and conflict resolution

### **Day 9: Quality Management and Continuous Improvement**

- Quality assurance in healthcare hospitality
- Performance metrics and KPIs
- Continuous improvement and benchmarking best practices

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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## Day 10: Leadership and Change Management

- Leadership styles and team building in healthcare
- Change management strategies for service improvement
- Future trends and innovation in healthcare hospitality

## Individual Impact

Participants will leave this program with:

- Practical skills to enhance patient experience and satisfaction.
- Ability to design and manage efficient healthcare transportation systems.
- Competence in implementing quality management and continuous improvement initiatives.
- Knowledge to integrate technology effectively for better service delivery.

## Organizational Impact

Organizations will benefit from:

- Improved patient-centered care and operational efficiency.
- Streamlined transportation logistics for safer, faster patient transfers.
- Enhanced service quality and hospitality standards across healthcare facilities.
- Teams equipped to implement innovative solutions and continuous improvement strategies.

## Training Methodology

- Interactive lectures and scenario-based exercises
- Hands-on workshops and group activities
- Case studies from real healthcare settings
- Practical application of hospitality, logistics, and technology strategies

## Beyond the Course

By the end of this 10-day program, participants will be ready to:

- Implement patient experience enhancement plans in healthcare settings.
- Optimize healthcare transportation and logistics operations.
- Apply quality management principles to hospitality services.
- Integrate technology solutions to improve overall service delivery.

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A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.