

## Healthcare Operations Optimization

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## Day 2: Process Analysis and Improvement Frameworks

- Mapping healthcare processes: value stream mapping and flow analysis.
- Identifying bottlenecks and waste in clinical and administrative operations.
- Introduction to Lean Healthcare and Six Sigma tools.
- Root cause analysis RCA and problem-solving techniques.
- Workshop: Conducting a process improvement study in a sample hospital department.

## Day 3: Capacity, Scheduling, and Resource Optimization

- Capacity management in clinical, surgical, and diagnostic units.
- Scheduling optimization for staff, equipment, and patient appointments.
- Queue management and throughput improvement in patient flow.
- Balancing demand and supply in healthcare delivery.
- Simulation: Designing an optimized patient scheduling and bed management system.

## Day 4: Performance Measurement and Data Analytics

- Key performance indicators KPIs for healthcare operations.
- Data-driven decision-making and performance dashboards.
- Integrating financial and clinical data for strategic planning.
- Continuous monitoring and control systems.
- Group exercise: Building a healthcare operations performance scorecard.

## Day 5: Strategy, Change Management, and Sustainable Excellence

- Building a culture of operational excellence and continuous improvement.
- Managing organizational change and stakeholder engagement.
- Aligning operations with patient safety and quality goals.
- Leveraging digital transformation, AI, and automation in healthcare operations.
- Final project: Developing a comprehensive Healthcare Operations Optimization roadmap.

## Individual Impact

- Gain advanced knowledge of healthcare operations and process improvement.
- Strengthen analytical, problem-solving, and leadership capabilities.
- Learn to use data and Lean Six Sigma tools to drive measurable improvements.
- Build confidence in managing interdisciplinary teams and change initiatives.
- Position yourself as a Healthcare Operations Leader capable of driving efficiency and quality.

## Work Impact

- Improve patient flow, safety, and service quality across departments.
- Reduce operational costs through waste elimination and process efficiency.
- Enhance staff productivity and satisfaction through structured optimization.
- Strengthen performance management through data-driven insights.
- Achieve sustainable operational excellence in healthcare service delivery.

## Training Methodology

This program combines analytical rigor, case-based learning, and practical workshops to ensure both technical mastery and applied competence.

Learning methods include:

- Case studies from high-performing healthcare institutions.
- Hands-on workshops on process mapping and improvement design.
- Simulation exercises on capacity and patient flow optimization.
- Group discussions and continuous improvement planning.
- Templates, scorecards, and Lean Six Sigma toolkits for ongoing use.

## Beyond the Course

Upon completion, participants will be equipped to analyze, redesign, and optimize healthcare operations for sustainable performance, safety, and quality improvement.

**Graduates of this program will emerge as Healthcare Operations Optimization Professionals — capable of transforming complex healthcare systems into efficient, patient-centered, and high-performing organizations.**

A graphic of a chessboard with several pawns and a king piece. The king piece is gold and stands prominently on the right side of the board. The pawns are silver and black. The board is checkered and has a subtle grid pattern.

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