Healthcare Operations Optimization

2027 □□□□□ 8 – 4
Malé (Maldives)



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Ref: 20220819_28886 Location: Malé (Maldives) Fees: 5400 GBP

Why This Course

In today's complex healthcare landscape, organizations face mounting pressure to improve patient outcomes, control costs, and increase operational efficiency — all while maintaining high standards of safety and care.

Achieving these goals requires a deep understanding of healthcare systems, process management, and performance improvement methodologies.

The Healthcare Operations Optimization program equips participants with the frameworks, analytical tools, and management techniques to identify inefficiencies, redesign processes, and optimize resource utilization in hospitals and healthcare systems.

It integrates Lean Six Sigma principles, data-driven decision-making, and patient-centered design, ensuring participants can drive measurable improvements in service quality, capacity management, and care delivery.

What You'll Learn and Practice

By joining this program, you will:

- Understand the key drivers of efficiency and performance in healthcare operations.
- Learn to analyze, redesign, and optimize clinical and administrative workflows.
- Apply Lean, Six Sigma, and process improvement tools in healthcare settings.
- Enhance resource allocation, capacity management, and patient flow.
- Use data analytics and KPIs for performance measurement and decision-making.
- Strengthen quality, safety, and patient experience through operational excellence.
- Build strategies for cost control, waste reduction, and service improvement.
- Develop an actionable operations optimization plan for your healthcare organization.

The Program Flow

Day 1: Foundations of Healthcare Operations

- Overview of healthcare operations and system complexities.
- The role of operations management in quality and performance improvement.
- Key challenges: cost pressures, regulatory compliance, and patient expectations.
- Principles of process design and workflow optimization in healthcare.
- Case study: How top-performing hospitals achieve operational efficiency.



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.

