# Strategic Healthcare Workforce Planning and Staffing Training Course

26 - 30 Oct 2026

Boston

7500 € (Per Person)

Ref: #HOS2970_110362

## Course Introduction / Overview:

Effective hospital staffing is the cornerstone of patient safety, clinical excellence, and financial viability in the modern healthcare landscape. This comprehensive training course addresses the critical challenge of aligning workforce supply with patient demand through strategic planning and data-driven decision-making. Moving beyond traditional scheduling, this program delves into the sophisticated methodologies required for workforce optimization, talent management, and operational efficiency. We will explore concepts championed by leading experts like the health economist Peter Buerhaus, whose research on the nursing workforce has shaped contemporary staffing strategies. Participants will gain insights into frameworks discussed in seminal texts such as "The Health Care Manager's Human Resources Handbook," learning to build resilient and agile staffing models that can adapt to fluctuating patient volumes and healthcare crises. BIG BEN Training Center has designed this course to equip healthcare leaders with the skills to not only manage daily staffing needs but also to architect a long-term workforce strategy that supports organizational goals, enhances employee engagement, and ultimately improves patient outcomes in a complex and ever-evolving industry. This is a holistic journey from foundational principles to advanced predictive analytics and future-focused workforce design.

## Target Audience / This training course is suitable for:

- Hospital Administrators and Executives.
- Human Resources Managers and Directors in Healthcare.
- Nursing Directors, Nurse Managers, and Clinical Supervisors.
- Heads of Clinical and Non-Clinical Departments.
- Workforce Planning and Staffing Analysts.
- Healthcare Operations Managers.
- Finance and Budgeting Managers in Healthcare.
- Chief Medical Officers and Physician Leaders.
- Talent Acquisition and Recruitment Specialists.
- Quality Improvement and Patient Safety Officers.

## Target Sectors and Industries:

- Hospitals and Health Systems.
- Ambulatory Care Centers and Outpatient Clinics.
- Long-Term Care and Skilled Nursing Facilities.
- Specialty Medical Practices.
- Rehabilitation Centers.
- Mental Health and Behavioral Health Facilities.
- Home Healthcare Agencies.
- Government Health Agencies and Public Health Organizations.
- Healthcare Consulting Firms.

## Target Organizations Departments:

- Human Resources.
- Nursing Administration and Clinical Services.
- Operations Management.
- Finance and Budgeting.
- Strategic Planning.
- Quality and Patient Safety.
- Medical Staff Affairs.
- Information Technology and Data Analytics.
- All Clinical Departments (e.g., Emergency, Surgery, ICU).

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic workforce plan that aligns with organizational objectives and financial goals.
- Analyze patient acuity data and demand forecasts to create effective, data-driven staffing models.
- Implement innovative recruitment and retention strategies to combat nursing shortages and clinical burnout.
- Utilize healthcare workforce analytics to optimize labor costs and improve operational efficiency.
- Design flexible staffing models that enhance workforce agility and responsiveness to crises.
- Ensure staffing practices comply with regulatory standards and patient safety guidelines.
- Master scheduling optimization techniques to balance staff preferences with organizational needs.
- Create robust succession plans for critical clinical and leadership roles.
- Evaluate the impact of staffing levels on key performance indicators such as patient outcomes and staff satisfaction.
- Lead change initiatives related to workforce management and staffing system implementation.

## Course Methodology:

This training course from BIG BEN Training Center employs a dynamic and interactive learning methodology designed for maximum knowledge retention and practical application. The approach is centered on experiential learning, where participants actively engage with the material rather than passively receiving it. The curriculum is brought to life through a series of real-world hospital staffing case studies, challenging participants to analyze complex scenarios and develop viable solutions. Collaborative group workshops and breakout sessions will foster peer-to-peer learning and allow for the exchange of diverse perspectives on topics like managing nursing shortages and implementing new staffing technologies. Interactive presentations will be supplemented with practical exercises in data analysis and demand forecasting, providing hands-on experience with key workforce planning tools and techniques. Role-playing activities will simulate difficult conversations, such as negotiating scheduling conflicts or presenting a staffing budget proposal. Throughout the course, our expert facilitators will provide continuous feedback and guide discussions, ensuring that theoretical concepts are firmly linked to the practical realities of the healthcare environment. This blended approach ensures participants leave with not just knowledge, but also the confidence to implement these strategies within their own organizations.

## Course Agenda (Course Units):

### Unit One: Foundations of Strategic Healthcare Workforce Planning

- The Evolution of Hospital Staffing from Operational to Strategic.
- Linking Workforce Planning to Organizational Mission and Financial Health.
- The Impact of Staffing on Patient Safety, Quality of Care, and HCAHPS Scores.
- Understanding the Healthcare Regulatory Environment (e.g., Nurse Staffing Ratios).
- Key Concepts in Workforce Supply and Demand Analysis.
- Stakeholder Engagement in the Workforce Planning Process.
- Introduction to Evidence-Based Staffing Principles.

### Unit Two: Data-Driven Staffing Models and Analytics

- Developing and Implementing Patient Acuity Systems.
- Techniques for Demand Forecasting and Patient Volume Prediction.
- Leveraging Predictive Analytics for Proactive Staffing.
- Key Performance Indicators (KPIs) for Workforce Management.
- Analyzing Labor Costs, Overtime, and Agency Staff Utilization.
- Building a Healthcare Workforce Analytics Dashboard.
- Using Data to Justify Staffing Levels and Budget Requests.

### Unit Three: Advanced Recruitment, Retention, and Talent Management

- Innovative Sourcing and Talent Acquisition Strategies for Clinical Roles.
- Building a Culture of Retention to Reduce Staff Turnover.
- Addressing Clinical Burnout and Promoting Staff Well-being.
- Developing Career Ladders and Professional Growth Opportunities.
- Competency-Based Staffing and Skill Mix Optimization.
- Effective Onboarding and Preceptorship Programs.
- Succession Planning for Critical Nursing and Leadership Positions.

## Unit Four: Operational Excellence in Staffing and Scheduling

- Principles of Effective and Fair Staff Scheduling.
- Optimizing Shift Patterns and Flexible Work Arrangements.
- Managing Floating, On-Call, and Per Diem Staff Pools.
- Technology and Software for Scheduling and Workforce Management.
- Strategies for Managing Unplanned Absences and Call-Outs.
- Balancing Staffing Levels Across Different Departments and Units.
- Measuring and Improving Clinical Productivity and Efficiency.

## Unit Five: Future Trends and Strategic Leadership in Workforce Management

- Managing Staffing During Public Health Crises and Mass Casualty Incidents.
- Integrating Telehealth and Virtual Care into Staffing Models.
- The Rise of the Gig Economy and Flexible Staffing Platforms in Healthcare.
- Promoting Diversity, Equity, and Inclusion in the Healthcare Workforce.
- Change Management for Implementing New Staffing Systems and Policies.
- Developing a Resilient and Agile Healthcare Workforce for the Future.
- Capstone Project: Developing a Strategic Workforce Plan for a Model Hospital.

# FAQ:

## Qualifications required for registering to this course?

There are no requirements.

## How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can healthcare organizations balance the financial pressures of cost-effective staffing with the ethical imperative to prevent clinical burnout and ensure high-quality patient care?

## What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by adopting a truly strategic, C-suite perspective on hospital staffing, moving far beyond the operational mechanics of scheduling. While other programs may focus narrowly on filling shifts, our curriculum integrates workforce planning into the core fabric of organizational strategy, finance, and patient safety. We place a significant emphasis on the predictive power of healthcare workforce analytics, teaching participants not just how to react to staffing shortages but how to anticipate and mitigate them through data-driven forecasting and modeling. A key differentiator is our deep dive into the human element of staffing, with dedicated modules on combating clinical burnout, fostering a culture of retention, and promoting staff well-being critical contemporary issues often overlooked. The course content is uniquely forward-looking, addressing emerging trends such as telehealth integration, crisis staffing management, and building workforce agility. By blending rigorous analytical techniques with compassionate leadership strategies, this program provides a holistic and sophisticated framework for creating a sustainable, high-performing clinical workforce that is prepared for the challenges of modern healthcare delivery. Participants will gain the skills to architect a workforce, not just manage a roster.