# Strategic HRM for Healthcare Excellence Training Course

26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HOS5742_111145

## Course Introduction / Overview:

This course provides a comprehensive framework for mastering strategic human resource management specifically within the complex and demanding healthcare environment. Moving beyond traditional administrative functions, this program delves into aligning HR strategies with the core clinical and operational goals of healthcare organizations to enhance patient outcomes and organizational performance. As highlighted by experts like Bruce J. Fried in his seminal work, "Human Resources in Healthcare: Managing for Success," the effective management of human capital is the cornerstone of quality patient care. Participants will explore critical topics including healthcare workforce planning, talent management for clinical staff, and navigating the intricate web of healthcare regulations and compliance. This training is designed to equip HR professionals and healthcare leaders with the tools to build a resilient, engaged, and high-performing workforce. At BIG BEN Training Center, we have developed this curriculum to transform HR from a support function into a strategic partner, capable of driving meaningful change and fostering a culture of safety, excellence, and continuous improvement in any healthcare setting. This course is your definitive guide to leading HR with strategic foresight and operational impact.

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

- Human Resources Managers and Directors in Healthcare.
- Hospital and Clinic Administrators.
- Chief Nursing Officers and Nurse Managers.
- Medical Staff Coordinators and Directors.
- Healthcare Department Heads and Supervisors.
- Quality Improvement and Patient Safety Officers.
- Healthcare Operations Managers.
- HR Business Partners in the medical field.
- Anyone aspiring to a leadership role in healthcare administration.

## Target Sectors and Industries:

- Hospitals and Medical Centers.
- Ambulatory Care Centers and Outpatient Clinics.
- Long-Term Care and Assisted Living Facilities.
- Home Healthcare Agencies.
- Public Health Organizations.
- Mental Health and Behavioral Health Facilities.
- Governmental bodies such as Ministries of Health and regulatory agencies.
- Specialized Medical Practices (e.g., oncology, cardiology, orthopedics).
- Medical Research and Academic Institutions.

## Target Organizations Departments:

- Human Resources Department.
- Nursing Administration and Clinical Departments.
- Medical Staff Services and Credentialing.
- Operations and Administration.
- Quality Management and Patient Safety.
- Finance and Budgeting.
- Legal and Compliance Departments.
- Training and Development.

## Course Offerings:

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

- Develop a strategic HR plan that directly supports the organization's clinical and financial objectives.
- Implement effective recruitment, selection, and retention strategies for physicians, nurses, and allied health professionals.
- Design competitive compensation and benefits packages tailored to the healthcare industry.
- Manage employee relations and navigate labor laws specific to the healthcare sector.
- Foster a positive organizational culture that enhances patient safety and satisfaction.
- Ensure HR policies and procedures are compliant with healthcare accreditation standards like JCI.
- Utilize HR analytics and metrics to measure workforce performance and its impact on patient care.
- Lead change management initiatives effectively within a clinical environment.
- Develop robust succession plans for critical leadership and clinical roles.
- Create and manage effective performance appraisal systems for clinical and non-clinical staff.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and directly applicable to the challenges faced in healthcare environments. We move beyond theoretical lectures to immerse participants in a dynamic learning experience. The course heavily relies on the analysis of real-world case studies drawn from hospitals and clinical settings, allowing participants to dissect complex HR problems and develop viable solutions. Interactive group discussions and workshops will facilitate peer-to-peer learning and the sharing of best practices in areas like clinical staff retention and managing burnout. Role-playing exercises will be utilized to build skills in sensitive areas such as conflict resolution between medical staff and performance feedback delivery. Participants will engage in practical activities, such as drafting HR policies compliant with accreditation standards and developing HR metrics dashboards. Our expert facilitators foster a collaborative environment, providing continuous feedback and guiding participants to translate newly acquired knowledge into actionable strategies for their own organizations. This hands-on approach ensures that learning is not just absorbed, but mastered.

## Course Agenda (Course Units):

### Unit One: Foundations of Strategic HRM in the Healthcare Context

- The unique role of HR in achieving clinical excellence.
- Challenges and trends in the global healthcare workforce.
- Aligning HR strategy with hospital mission, vision, and values.
- The legal and regulatory framework for HR in healthcare.
- Understanding healthcare accreditation standards (e.g., JCI) for HR.
- Ethical considerations in healthcare human resource management.
- The link between employee engagement and patient outcomes.

### Unit Two: Strategic Talent Acquisition and Management in Healthcare

- Developing a strategic healthcare workforce plan.
- Advanced recruitment strategies for physicians and specialized clinical roles.
- Best practices in credentialing, privileging, and background verification.
- Designing effective onboarding programs for clinical and non-clinical staff.
- Implementing robust retention strategies to reduce clinical staff turnover.
- Building a talent pipeline through succession planning.
- Leveraging technology in healthcare recruitment and talent management.

### Unit Three: Performance, Compensation, and Employee Relations

- Designing performance management systems for clinical professionals.
- Developing competitive and equitable compensation and benefits structures.
- Managing employee relations and conflict resolution in a high-stress environment.
- Strategies for addressing and preventing healthcare worker burnout.
- Navigating labor relations and collective bargaining in healthcare.
- Disciplinary procedures and termination in a clinical setting.
- Promoting employee wellness and mental health programs.

## Unit Four: Fostering a Patient-Centered Organizational Culture

- The role of HR in building a culture of patient safety.
- Leadership development for clinical and administrative managers.
- Managing organizational change during mergers, acquisitions, or restructuring.
- Enhancing interdepartmental communication and collaboration.
- Diversity, equity, and inclusion initiatives to improve patient care.
- Linking employee satisfaction surveys to HCAHPS and patient satisfaction scores.
- Training and development programs to support continuous quality improvement.

## Unit Five: HR Analytics, Compliance, and Future-Forward Strategies

- Utilizing HR metrics and analytics to drive decision-making.
- Conducting HR audits to ensure regulatory compliance.
- Risk management in healthcare HR (e.g., workplace violence, malpractice).
- The impact of telehealth and digital health on HR practices.
- Preparing the healthcare workforce for technological advancements like AI.
- Crisis management and HR's role in public health emergencies.
- Developing a personal action plan for strategic HR leadership.

# 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 HR leaders strategically balance the financial pressures on healthcare organizations with the critical need to invest in employee well-being to prevent burnout and ensure high-quality patient care?

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

This course distinguishes itself by moving beyond generic human resource theories and focusing exclusively on their strategic application within the unique ecosystem of healthcare. Unlike general HR programs, every module, case study, and discussion is framed by the realities of the clinical environment, where HR decisions directly impact patient safety, regulatory compliance, and clinical outcomes. We place significant emphasis on the critical link between workforce management and accreditation standards, such as those from the Joint Commission International (JCI), providing participants with the practical knowledge to ensure their organizations meet and exceed these rigorous requirements. The curriculum is built on a foundation of evidence-based practices, exploring how strategic initiatives in talent management, employee engagement, and leadership development translate into measurable improvements in patient satisfaction and quality of care. Rather than just teaching HR functions, this course cultivates strategic thinking, empowering participants to become true business partners who can contribute to the organization's mission of delivering excellent healthcare. The focus is on actionable insights and real-world problem-solving, not just theoretical knowledge.