Healthcare Leadership and Operational Excellence Training Course

20 - 24 Dec 2026

Amman

3800 € (Per Person)

Ref: #HOS7640_228261

Course Introduction / Overview:

The contemporary healthcare landscape is defined by unprecedented complexity, escalating costs, and increasing patient expectations. Navigating this environment requires a new breed of leader—one who combines strategic vision with a mastery of operational efficiency. This course is meticulously designed to cultivate such leaders. It provides a comprehensive framework for integrating cutting-edge management principles with the unique demands of the healthcare sector. Drawing on foundational concepts from pioneers like Avedis Donabedian, whose work in "Explorations in Quality Assessment and Monitoring" revolutionized quality assessment, this program delves into the practical application of operational excellence methodologies like Lean and Six Sigma. Participants will learn to eliminate waste, optimize patient flow, and enhance clinical outcomes. BIG BEN Training Center has developed this immersive experience to empower healthcare professionals to drive meaningful, sustainable improvements within their organizations, ensuring the delivery of high-value, patient-centric care. This is not just a theoretical overview; it is a practical roadmap to transforming healthcare delivery from the inside out, fostering a culture of continuous improvement and strategic foresight.

Target Audience / This training course is suitable for:

- Hospital Directors and C-Suite Executives.
- Clinical and Medical Department Heads.
- Healthcare Administrators and Managers.
- Quality Improvement and Patient Safety Officers.
- Senior Nursing Leaders and Nurse Managers.
- Operations Managers in Healthcare Facilities.
- Physicians and Clinicians in leadership roles.
- Healthcare Project Managers.
- Consultants specializing in the healthcare sector.

Target Sectors and Industries:

- Hospitals and Integrated Health Systems.
- Ambulatory Care Centers and Outpatient Clinics.
- Long-Term Care and Rehabilitation Facilities.
- Public Health Organizations and Agencies.
- Health Insurance and Managed Care Organizations.
- Pharmaceutical and Medical Device Companies.
- Governmental Health Ministries and Regulatory Bodies.
- Home Healthcare Services.
- Diagnostic and Laboratory Services.

Target Organizations Departments:

- Executive Management and Administration.
- Clinical Operations and Service Lines.
- Quality Assurance and Improvement.
- Patient Safety and Risk Management.
- Nursing and Patient Care Services.
- Finance and Revenue Cycle Management.
- Strategic Planning and Business Development.
- Human Resources and Talent Management.
- Information Technology and Health Informatics.

Course Offerings:

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

- Develop robust strategic plans that align clinical quality with financial sustainability.
- Implement Lean and Six Sigma methodologies to streamline processes and reduce operational waste.
- Lead quality improvement initiatives that enhance patient safety and clinical outcomes.
- Analyze financial data to make informed decisions regarding resource allocation and investment.
- Master change management principles to effectively guide teams through organizational transformation.
- Utilize data analytics to monitor performance and drive evidence-based decision-making.
- Foster a resilient organizational culture centered on continuous improvement and patient satisfaction.
- Navigate the complexities of healthcare regulations and accreditation standards.
- Optimize patient flow and resource utilization for improved efficiency and access to care.

Course Methodology:

This training course from BIG BEN Training Center employs a dynamic and interactive learning methodology designed for maximum engagement and practical application. We believe that adult learning is most effective when it is experiential and directly relevant to the participant's professional challenges. The program is built around a blend of expert-led presentations, in-depth case study analyses of real-world healthcare scenarios, and collaborative group discussions that encourage peer-to-peer learning. Participants will engage in hands-on workshops and simulation exercises to practice applying tools like value stream mapping, root cause analysis, and financial modeling. A significant emphasis is placed on action planning, where individuals will develop strategies to implement key learnings within their own organizations. Our facilitators create a supportive environment that encourages open dialogue and critical thinking, ensuring that participants not only grasp theoretical concepts but also build the confidence and skills to lead transformative change in their workplaces. The methodology is designed to bridge the gap between knowledge and execution, empowering leaders to achieve tangible results.

Course Agenda (Course Units):

Unit One The Strategic Healthcare Leader

- The Evolving Global Healthcare Ecosystem.
- Strategic Planning and Execution in Healthcare Organizations.
- Transformational vs. Transactional Leadership Styles.
- Clinical Governance and Ethical Leadership Frameworks.
- Stakeholder Management and Effective Communication.
- Developing a Compelling Organizational Vision and Mission.
- Leading in a High-Stakes, Regulated Environment.

Unit Two Principles of Operational Excellence in Healthcare

- Introduction to Lean Thinking and its Application in Healthcare.
- The Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) Framework.
- Value Stream Mapping for Clinical and Administrative Processes.
- Identifying and Eliminating the Eight Wastes in Healthcare.
- Kaizen. Continuous Improvement Events for Rapid Change.
- 5S Methodology for Workplace Organization and Safety.
- Tools for Process Analysis. Flowcharts, and Spaghetti Diagrams.

Unit Three Driving Quality Improvement and Patient Safety

- Foundations of Healthcare Quality. Donabedian's Model.
- Root Cause Analysis (RCA) for Investigating Adverse Events.
- Failure Mode and Effects Analysis (FMEA) for Proactive Risk Reduction.
- Understanding and Implementing JCI and other Accreditation Standards.
- Building a Just Culture and a Culture of Safety.
- Measuring Patient Experience and Satisfaction (HCAHPS).
- Clinical Audits and Performance Benchmarking.

Unit Four Healthcare Finance and Data-Driven Decision Making

- Fundamentals of Healthcare Financial Management.
- Budgeting, Cost Control, and Variance Analysis.
- Revenue Cycle Management Optimization.
- Introduction to Healthcare Data Analytics and Business Intelligence.
- Key Performance Indicators (KPIs) for Healthcare Operations.
- Using Dashboards to Monitor and Manage Performance.
- The Business Case for Quality and Safety Initiatives.

Unit Five Leading Change and Shaping the Future of Healthcare

- Models of Organizational Change Management (e.g., Kotter's 8-Step Model).
- Navigating the Digital Transformation of Healthcare.
- Implementing Value-Based Care Models.
- Strategic Supply Chain and Inventory Management in Healthcare.
- Building and Leading High-Performance Multidisciplinary Teams.
- Personal Leadership Development and Action Planning.
- Future Trends and Innovations in Healthcare Management.

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 leaders balance the dual imperatives of cost containment and quality enhancement without compromising patient outcomes?

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

This course distinguishes itself by offering a uniquely integrated curriculum that holistically combines strategic leadership with the technical rigor of operational excellence, specifically tailored for the healthcare context. Unlike generic management programs, every module, case study, and tool is framed within the complex realities of clinical settings, regulatory pressures, and patient-centric demands. We move beyond theory to focus on practical implementation, equipping participants with a proven toolkit of Lean and Six Sigma methodologies that can be immediately applied to solve real-world problems like long wait times, inefficient processes, and patient safety risks. The program's emphasis on data-driven decision-making and financial acumen provides a crucial commercial perspective often missing from clinically focused training. Furthermore, the course is forward-looking, addressing critical future trends such as digital health transformation and the shift to value-based care models. Participants leave not just with knowledge, but with a strategic action plan and the leadership capabilities to drive sustainable, measurable improvements in quality, safety, and efficiency within their organizations.