Strategic Healthcare Facility and Safety Management Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM7084_105368

Course Introduction / Overview:

This comprehensive program is designed to equip professionals with the essential skills for managing modern healthcare facilities while upholding the highest safety standards. In an era of increasing regulatory scrutiny and patient expectations, the effective management of the physical environment is paramount to clinical success and organizational reputation. This course delves into the critical intersection of healthcare operations, facility management, and patient safety, providing a holistic framework for excellence. Drawing upon principles articulated by experts like David G. Cotts in works such as "The Facility Management Handbook," the curriculum integrates strategic planning with practical, on-the-ground application. Participants will explore everything from regulatory compliance and risk assessment to emergency preparedness and sustainable infrastructure. BIG BEN Training Center has developed this course to empower leaders to create safe, efficient, and patient-centered environments, ensuring that the physical plant actively supports the mission of care delivery. It moves beyond simple maintenance, focusing on strategic asset management and the proactive mitigation of risks inherent in complex healthcare settings.

Target Audience / This training course is suitable for:

- Healthcare Facility Managers.
- Hospital Administrators and Executives.
- Safety Officers and Risk Managers.
- Operations and Support Services Directors.
- Clinical and Biomedical Engineers.
- Quality Improvement and Compliance Coordinators.
- Senior Nursing and Clinical Department Heads.
- Project Managers overseeing healthcare construction and renovation.
- Environmental Services Supervisors.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Ambulatory Care Clinics and Outpatient Facilities.
- Long-Term Care and Assisted Living Facilities.
- Specialized Medical and Diagnostic Laboratories.
- Rehabilitation Centers and Psychiatric Hospitals.
- Governmental health agencies and public health organizations.
- Healthcare consulting and management firms.

Target Organizations Departments:

- Facilities Management and Engineering.
- Operations and Administration.
- Safety, Security, and Emergency Management.
- Quality Assurance and Regulatory Compliance.
- Clinical Engineering and Biomedical Services.
- Environmental Services and Housekeeping.
- Infection Prevention and Control.
- Strategic Planning and Development.

Course Offerings:

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

- Develop a strategic facility management plan aligned with healthcare organizational goals.
- Implement robust safety protocols that comply with national and international standards.
- Conduct comprehensive risk assessments to identify and mitigate hazards in clinical environments.
- Manage healthcare facility assets, including medical equipment and building systems, for optimal performance.
- Ensure continuous compliance with accreditation bodies such as JCI and local health authorities.
- Design and execute effective emergency preparedness and disaster response plans.
- Integrate principles of infection control into all aspects of facility operations and maintenance.
- Optimize space utilization and patient flow to enhance efficiency and patient experience.
- Lead quality improvement initiatives related to the physical environment of care.
- Manage budgets for maintenance, operations, and capital projects within a healthcare setting.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. This course utilizes a blended learning approach that combines expert-led presentations with interactive, hands-on activities. We believe that adult learning is most effective when participants can directly apply new concepts to familiar scenarios. Therefore, the curriculum is rich with real-world case studies drawn from healthcare facility management challenges, allowing for in-depth analysis and group discussion. Interactive workshops will guide participants through critical processes like conducting a healthcare risk assessment and developing an emergency response drill. Collaborative team exercises will focus on solving complex operational problems, fostering peer-to-peer learning and diverse perspectives. The sessions will include facilitated discussions on navigating regulatory landscapes and implementing best practices for patient safety. Ample time is allocated for Q&A sessions to ensure all participant queries are addressed. This dynamic and immersive methodology ensures that attendees leave not just with theoretical knowledge, but with the confidence and practical skills to implement immediate improvements in their own facilities.

Course Agenda (Course Units):

Unit One: Foundations of Modern Healthcare Facility Management

- Introduction to the healthcare physical environment.
- The strategic role of the facility manager in patient care.
- Key principles of healthcare operations management.
- Understanding the regulatory and accreditation landscape.
- Financial management and budgeting for healthcare facilities.
- Leadership and communication skills for facility professionals.
- Ethical considerations in healthcare facility management.

Unit Two: Patient Safety and Environmental Risk Management

- Core principles of patient safety and the environment of care.
- Conducting comprehensive healthcare facility risk assessments.
- Infection prevention and control strategies for facilities.
- Hazardous materials and waste management protocols.
- Understanding OSHA and other occupational safety standards.
- Slips, trips, and falls prevention programs.
- Creating a culture of safety within the organization.

Unit Three: Compliance, Accreditation, and Quality Standards

- Navigating Joint Commission International (JCI) standards for facilities.
- Understanding Life Safety Code and NFPA requirements.
- Ensuring compliance with local and national health regulations.
- Documentation and survey readiness for accreditation.
- Continuous quality improvement (CQI) in facility operations.
- The role of technology in monitoring compliance.
- Managing patient privacy and data security (HIPAA) in facility design.

Unit Four: Operational Excellence in Healthcare Asset Management

- Strategic management of medical and non-medical equipment.
- Developing effective preventive and predictive maintenance programs.
- Energy management and sustainability in healthcare facilities.
- Optimizing building automation and utility systems.
- Space planning, renovation, and project management.
- Managing environmental services for optimal cleanliness and safety.
- Vendor and contractor management best practices.

Unit Five: Emergency Preparedness and Future-Forward Facilities

- Developing a comprehensive Emergency Operations Plan (EOP).
- Fire safety systems, drills, and evacuation procedures.
- Managing facility security and workplace violence prevention.
- Planning for utility failures and natural disasters.
- The future of healthcare facility design and technology integration.
- Implementing sustainable and "green" building practices.
- Final project presentation on a facility improvement plan.

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 facility managers effectively balance the immediate financial costs of implementing advanced safety technologies with the long-term, often unquantifiable, benefits of enhanced patient safety and risk reduction?

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

This course distinguishes itself through its holistic and strategic approach, viewing the healthcare facility not merely as a building, but as an integral component of the patient care ecosystem. While many programs focus on either facility maintenance or safety compliance in isolation, this curriculum masterfully integrates them, demonstrating how operational excellence directly impacts clinical outcomes and patient safety. We move beyond theoretical checklists to immerse participants in complex, real-world scenarios that challenge them to balance regulatory demands, budgetary constraints, and the imperative for a healing environment. The content is uniquely structured to foster a leadership mindset, equipping managers to be strategic partners in their organization's mission rather than just operational supervisors. By emphasizing proactive risk management, continuous quality improvement, and future-focused design, the course prepares professionals not only for today's challenges but also for the evolving landscape of healthcare. The focus on practical application, through case studies and interactive problem-solving, ensures that participants gain actionable insights and skills that can be implemented immediately to create safer, more efficient, and patient-centered facilities.