Healthcare Operations Management and Process Improvement Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM9621_105584

Course Introduction / Overview:

This comprehensive course provides a deep dive into the critical principles of healthcare operations management and process improvement. In an industry where efficiency directly impacts patient outcomes and financial stability, mastering operational excellence is no longer optional, but essential. This program is designed to equip healthcare professionals with the tools and methodologies needed to analyze, redesign, and optimize clinical and administrative processes. Drawing on foundational concepts from experts like Mark Graban, author of "Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement," participants will explore how to apply Lean and Six Sigma principles in a healthcare context. The curriculum at BIG BEN Training Center moves beyond theory, focusing on practical application to solve real-world challenges such as improving patient flow, reducing wait times, enhancing patient safety, and managing resources effectively. Participants will learn to lead quality improvement projects, utilize data analytics for informed decision-making, and foster a culture of continuous improvement within their organizations, ultimately driving value-based care and superior patient experiences.

Target Audience / This training course is suitable for:

- Hospital Administrators and Executives.
- Clinical Department Heads and Managers.
- Quality Improvement and Patient Safety Officers.
- Operations Managers and Analysts.
- Physicians, Nurses, and other Clinical Leaders.
- Healthcare Project Managers.
- Healthcare Consultants.
- Supply Chain and Logistics Managers in Healthcare.

Target Sectors and Industries:

- Hospitals and Health Systems.
- Ambulatory Care Centers and Outpatient Clinics.
- Long-Term Care and Rehabilitation Facilities.
- Public Health Organizations and Government Health Agencies.
- Pharmaceutical and Medical Device Companies.
- Health Insurance Providers.
- Home Healthcare Agencies.
- Diagnostic Laboratories and Imaging Centers.

Target Organizations Departments:

- Operations and Administration.
- Quality Assurance and Improvement.
- Clinical Services and Patient Care Departments.
- Nursing and Medical Staff Leadership.
- Finance and Revenue Cycle Management.
- Supply Chain and Procurement.
- Information Technology and Health Informatics.
- Patient Experience and Services.

Course Offerings:

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

- Analyze complex healthcare workflows to identify bottlenecks and inefficiencies.
- Apply Lean and Six Sigma methodologies to streamline clinical and administrative processes.
- Develop and implement effective strategies for improving patient flow and reducing wait times.
- Lead quality improvement projects from conception to completion using the PDSA cycle.
- Utilize key performance indicators and healthcare analytics to monitor operational performance.
- Enhance patient safety by designing error-proof processes and fostering a safety culture.
- Optimize resource allocation, including staffing, equipment, and facility capacity.
- Manage healthcare supply chains more effectively to reduce costs and prevent shortages.
- Champion change and cultivate a culture of continuous improvement within their teams.
- Align operational improvements with the broader goals of value-based care.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can translate theoretical knowledge into real-world skills. We employ a blended learning approach that combines expert-led presentations with hands-on activities. The course heavily emphasizes the use of relevant healthcare case studies, allowing participants to analyze actual operational challenges and develop viable solutions. Group discussions and collaborative workshops encourage peer-to-peer learning and the sharing of diverse perspectives from various healthcare settings. Participants will engage in practical exercises, such as process mapping and data analysis, to build confidence in using key improvement tools. Role-playing scenarios will simulate common challenges in implementing change, preparing leaders to navigate resistance and build consensus. Continuous feedback is provided by the instructor throughout the sessions, helping participants refine their understanding and application of the concepts. This immersive and supportive learning environment ensures a deep and lasting mastery of healthcare operations management principles.

Course Agenda (Course Units):

Unit One: Foundations of Healthcare Operations Management

- Introduction to Healthcare Operations and Its Unique Challenges.
- The Triple Aim and Quadruple Aim in Healthcare.
- Understanding Value-Based Care and Its Impact on Operations.
- Key Performance Indicators (KPIs) for Healthcare Excellence.
- Mapping the Patient Journey and Identifying Value Streams.
- Introduction to Systems Thinking in a Clinical Environment.
- The Role of Leadership in Driving Operational Improvement.

Unit Two: Core Methodologies for Process Improvement

- An Overview of Lean Principles in Healthcare.
- Identifying and Eliminating the Eight Wastes in Clinical Processes.
- Introduction to Six Sigma and the DMAIC Framework.
- Utilizing the Plan-Do-Study-Act (PDSA) Cycle for Rapid Improvements.
- Root Cause Analysis Tools like Fishbone Diagrams and the 5 Whys.
- Statistical Process Control (SPC) for Monitoring Performance.
- Kaizen Events and Continuous Improvement Culture.

Unit Three: Optimizing Patient Flow and Capacity Management

- Analyzing and Improving Patient Flow from Admission to Discharge.
- Strategies for Reducing Emergency Department and Operating Room Wait Times.
- Effective Bed Management and Capacity Planning Techniques.
- Demand Forecasting and Patient Scheduling Optimization.
- Implementing Clinical Pathways for Standardized Care.
- Discharge Planning and Reducing Readmission Rates.
- Telehealth and its Role in Managing Patient Flow.

Unit Four: Quality, Safety, and Supply Chain Management

- Integrating Quality Management Systems into Daily Operations.
- Human Factors Engineering and Designing for Patient Safety.
- Failure Mode and Effects Analysis (FMEA) in Healthcare.
- Fundamentals of Healthcare Supply Chain and Logistics.
- Inventory Management Strategies like Just-in-Time (JIT).
- Optimizing Procurement and Vendor Management Processes.
- Ensuring Clinical Quality through Operational Excellence.

Unit Five: Strategic Implementation and Future Trends

- Leading Change in a Complex Healthcare Environment.
- Engaging Staff and Physicians in Improvement Initiatives.
- The Role of Health Information Technology and Analytics in Operations.
- Leveraging Data for Predictive and Prescriptive Decision-Making.
- The Future of Healthcare Operations with AI and Automation.
- Developing a Strategic Plan for Operational Excellence.
- Capstone Project Presentation and Action Planning.

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 drive for operational efficiency with the imperative of maintaining compassionate, patient-centered care?

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

This course distinguishes itself by offering a holistic and deeply practical perspective on healthcare operations, moving beyond a purely theoretical examination of improvement tools. While many programs focus solely on the mechanics of Lean or Six Sigma, this training integrates these methodologies within the complex realities of the healthcare ecosystem, including patient safety, clinical quality, and regulatory compliance. Our curriculum is built around real-world case studies drawn from diverse healthcare settings, enabling participants to grapple with authentic challenges and develop solutions that are both innovative and feasible. We place a strong emphasis on leadership and change management, recognizing that the most significant barrier to operational excellence is often cultural rather than technical. The course fosters critical thinking by exploring the ethical dimensions of efficiency and its impact on the patient experience. Rather than just teaching participants how to use a tool, we empower them to think like systems-level problem solvers, capable of designing and leading sustainable transformation that enhances value for patients, providers, and the organization as a whole.