Advanced Healthcare Management Excellence and Execution Training Course

20 – 24 September 2027
Kuala Lumpur

AGILE LEADERS
Training Center

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Ref: 1452_207144 **Date:** 20 – 24 September 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

Advanced Healthcare Management Excellence and Execution Training Course is a one-week programme for healthcare managers, department heads, service-line leaders, clinical administrators, quality leaders, and emerging executives. Participants build a Healthcare Management Execution Portfolio linking an operating model, service-line accountability, capacity and flow, workforce coordination, quality and safety governance, a healthcare performance dashboard, financial stewardship, stakeholder alignment, and disciplined execution. Agile Leaders Training Center approaches healthcare management excellence as an interconnected management system rather than a collection of isolated departmental projects.

Who Should Attend

- Healthcare managers and department heads
- Service-line and programme leaders
- Clinical administrators and operational managers
- Quality, safety, performance, and improvement leaders
- Emerging executives preparing for wider accountability

The course assumes management or leadership experience in healthcare. It does not provide clinical instruction, medical advice, or jurisdiction-specific regulatory interpretation.

Departments and Industries

The course supports organizations that must coordinate resources, services, people, quality, finance, and performance across complex care systems.

- Hospitals and multi-site health systems
- Primary, ambulatory, community, and diagnostic services
- Rehabilitation, long-term care, and specialty services
- Operations, quality, finance, workforce, and strategy functions
- Public, private, and non-profit healthcare providers

Learning Objectives

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

- Design a health service operations management model with clear accountability
- Balance healthcare capacity and flow across interconnected services
- Coordinate workforce capability, workload, and operating priorities
- Integrate healthcare quality governance with operational decisions
- Build a healthcare performance dashboard for review and action
- Translate strategy and financial stewardship into an execution cadence

Course Agenda

Day 1: Healthcare Operating Model and Accountability

- Healthcare Management Excellence System Map
- Operating Model and Decision-Rights Canvas
- Service-Line Accountability Charter
- Management Span and Governance Forum Review
- Strategic Priority to Operating Requirement Map

Day 2: Capacity, Flow, and Resource Coordination

- Demand, Capacity, Constraint, and Variation Map
- Healthcare Capacity and Flow Review
- Cross-Department Dependency Matrix
- Workforce Capability and Workload Plan
- Operational Escalation and Recovery Protocol

Day 3: Quality, Safety, and Performance Governance

- Quality and Safety Governance Architecture
- Risk, Control, Assurance, and Learning Map
- Healthcare Performance Dashboard Design
- Metric Definition and Data-Quality Check
- Performance Review and Corrective-Action Routine

Day 4: Financial Stewardship and Stakeholder Alignment

- Cost, Capacity, Quality, and Value Trade-Off Matrix
- Budget Assumption and Resource Decision Record
- Business Case and Benefits Logic
- Stakeholder Influence and Commitment Map
- Management Communication and Alignment Plan

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Day 5: Execution and Management Improvement

- Strategy-to-Execution Roadmap
- Priority, Owner, Milestone, and Dependency Register
- Executive Review and Decision Cadence
- Barrier Removal and Improvement Experiment
- Capstone: Healthcare Management Execution Portfolio

Practical Exercises

The course uses management scenarios from hospitals, ambulatory services, diagnostic networks, community care, and multi-site health systems.

- Suggested activity: define an operating model and decision rights for a service line.
- Suggested activity: diagnose a capacity constraint and coordinate a cross-department response.
- Suggested activity: build a dashboard and conduct a performance review from imperfect data.
- Suggested activity: evaluate a resource trade-off and produce an executable management roadmap.

FAQs

Who should attend healthcare management excellence training?

It suits healthcare managers, department heads, service-line leaders, clinical administrators, quality leaders, operational managers, and emerging executives.

Is this a clinical management course?

It focuses on organizational and service management. It does not teach diagnosis, treatment, or clinical practice, although it helps managers coordinate the systems that support safe and effective services.

How does the course address capacity and flow?

Participants map demand, capacity, constraints, variation, dependencies, workforce requirements, escalation routes, and measures before selecting coordinated actions.

What financial skills are included?

Participants examine operating assumptions, cost and value trade-offs, resource decisions, business cases, benefits, and governance rather than specialist accounting.

What practical outputs will participants complete?

Outputs include an operating model, accountability charter, capacity map, workforce plan, governance architecture, dashboard, resource decision record, stakeholder plan, execution roadmap, and integrated portfolio.