



Healthcare Service Workflow Optimization Training Course

5 – 9 July 2027
Kuala Lumpur

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Ref: 1466_208194 **Date:** 5 – 9 July 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

Healthcare Service Workflow Optimization Training Course is a one-week foundation course for hospital operations staff, service coordinators, department supervisors, quality teams, and healthcare administrators who leave with a Healthcare Workflow Improvement Pack. Participants use healthcare process mapping, patient flow analysis, demand and capacity review, service bottleneck analysis, standard work, and improvement control plans to redesign fictional service pathways. Agile Leaders Training Center presents healthcare workflow optimization as a structured operational practice.

Who Should Attend

- Teams responsible for coordinating hospital and clinic service workflows
- Personnel responsible for patient flow and capacity visibility
- Supervisors responsible for handoffs, queues, and resource coordination
- Quality teams responsible for process observation and improvement testing
- Administrators responsible for operational indicators and improvement follow-up

The course assumes participants coordinate or observe healthcare services and leaves out clinical diagnosis, treatment decisions, legal interpretation, and system configuration.

Departments and Industries

The course supports departments and industries that manage service flow, handoffs, capacity, and operational improvement.

- Hospital operations and patient-flow teams
- Outpatient, diagnostic, and rehabilitation services
- Emergency access and bed coordination functions
- Healthcare quality and service-improvement departments
- Community health and medical-support services

Learning Objectives

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



- Apply process maps and swimlanes to healthcare workflows
- Analyze patient flow, handoffs, queues, and delays
- Compare demand, capacity, and resource patterns
- Prioritize bottlenecks with root-cause tools
- Build standard work and visual management controls
- Evaluate improvement tests with operational measures

Course Agenda

Day 1: Current Workflow and Service Context

- Healthcare Service Boundary Definition Canvas
- Current-State Process Mapping Method
- Swimlane Responsibility and Handoff Map
- Patient Journey Touchpoint Observation Sheet
- Workflow Assumption Validation Checklist

Day 2: Flow, Demand, and Capacity

- Patient Flow System Map
- Demand and Capacity Comparison Grid
- Queue and Delay Observation Log
- Resource Coordination and Constraint Board
- Flow Measure Selection Card

Day 3: Bottlenecks and Root Causes

- Service Bottleneck Analysis Matrix
- Non-Value-Adding Step Review Guide
- Fishbone Root-Cause Analysis Diagram
- Handoff Failure Mode Prompt Set
- Improvement Priority Scoring Table

Day 4: Redesign, Testing, and Control

- Future-State Workflow Design Map
- Standard Work Sequence Template
- Visual Management Status Board
- Small-Scale Improvement Test Sheet
- Operational Control and Review Plan

Day 5: Healthcare Workflow Improvement Practice

- Suggested Exercise: Current-State Workflow Mapping
- Suggested Exercise: Demand and Capacity Review
- Suggested Exercise: Bottleneck and Root-Cause Analysis
- Suggested Exercise: Future-State Control Design
- Capstone Exercise: Healthcare Workflow Improvement Pack

Practical Exercises

The course uses suggested activities with fictional hospital, outpatient, diagnostic, rehabilitation, and community-service scenarios.

- Suggested activity: map a current service flow with responsibilities, decisions, handoffs, queues, and delays.
- Suggested activity: compare demand and capacity observations and identify a constrained service step.
- Suggested activity: analyze a bottleneck with a fishbone diagram and prioritize an improvement test.
- Suggested activity: combine a future-state map, standard work, measures, and controls into a workflow improvement pack.

FAQs

Who suits healthcare workflow optimization training, and what does it assume?

Healthcare workflow optimization training suits operations staff, service coordinators, supervisors, quality teams, and administrators. It assumes routine involvement in service delivery or improvement and does not require clinical authority.

How does healthcare workflow optimization differ from general quality management training?

Healthcare workflow optimization focuses on service steps, handoffs, flow, queues, demand, capacity, and operational controls, while general quality management training covers a wider range of organizational quality systems.

How does process mapping support healthcare service workflow optimization?

Process mapping makes actual steps, decisions, responsibilities, handoffs, delays, and variations visible so teams can test assumptions and locate improvement opportunities.

What measures support healthcare patient flow improvement?

Healthcare patient flow improvement uses measures suited to the service, such as demand, capacity, queue length, waiting, handoff reliability, process time, completion, and operational outcomes.



Conclusion

Participants leave with a Healthcare Workflow Improvement Pack containing process maps, flow observations, demand-capacity reviews, bottleneck analyses, standard work, test sheets, and control plans. The pack helps teams replace assumptions with visible service evidence. It also supports coordinated redesign, measured testing, and follow-up across healthcare workflows.