Advanced Healthcare Delivery Management Training Course

12 – 16 September 2027
Cape town

AGILE LEADERS
Training Center

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Ref: 1506_211231 **Date:** 12 – 16 September 2027 **Location:** Cape town **Fees:** 4500 Euro

Overview

Advanced Healthcare Delivery Management Training Course is a one-week course for healthcare delivery managers, clinical operations leaders, service-line managers, and performance professionals, who leave with a Healthcare Delivery Operating Plan. The course integrates service design, patient flow, access and capacity management, care pathway coordination, clinical governance, delivery dashboards, and continuous quality improvement. Agile Leaders Training Center frames healthcare delivery management as coordinated operational control.

Who Should Attend

- Teams responsible for designing and coordinating healthcare delivery models
- Functions responsible for access, scheduling, demand, and capacity decisions
- Leaders responsible for patient flow and care pathway performance
- Personnel responsible for service-line indicators and operational reviews
- Governance teams responsible for quality, escalation, and improvement priorities

The course assumes participants influence healthcare operations and service performance, and leaves out clinical diagnosis, treatment decisions, and organization-specific legal advice.

Departments and Industries

The course supports departments that manage healthcare delivery across hospital, ambulatory, public-health, humanitarian, insurance, and community services.

- Clinical operations and service-delivery units
- Hospital flow and capacity management functions
- Quality, safety, and clinical governance departments
- Integrated care and community health networks
- Health insurance provider-management functions

Learning Objectives

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

- Analyze healthcare delivery models and operating constraints
- Build access, demand, and capacity control methods
- Apply patient-flow and care-pathway coordination tools
- Evaluate service-line performance and delivery risks
- Use operational dashboards for review and escalation
- Prioritize continuous quality improvement actions

Course Agenda

Day 1: Healthcare Delivery System Design

- People-Centered Service Delivery Model Canvas
- Healthcare Delivery System Boundary Map
- Patient Need and Service Access Matrix
- Care Setting and Service Portfolio Map
- Healthcare Delivery Governance Charter

Day 2: Access and Capacity Control

- Demand, Need, Activity, and Capacity Definitions
- Patient Access Channel Analysis Grid
- Demand Pattern and Variation Profile
- Capacity and Skill-Mix Planning Worksheet
- Queue, Backlog, and Failure-Demand Register

Day 3: Patient Flow and Care Coordination

- End-to-End Patient Flow System Map
- Care Pathway Handoff Control Sheet
- Bottleneck and Flow-Delay Diagnostic Method
- Multidisciplinary Coordination Responsibility Matrix
- Flow Escalation and Service Recovery Protocol

Day 4: Performance and Improvement Governance

- Healthcare Delivery Indicator Architecture
- Service-Line Performance Dashboard
- Quality, Access, Flow, and Equity Review Grid
- Operational Risk and Escalation Heatmap
- Continuous Improvement Portfolio Prioritization Matrix

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Day 5: Healthcare Delivery Management Practice

- Suggested Exercise: Service Model Design Review
- Suggested Exercise: Demand and Capacity Decision
- Suggested Exercise: Patient Flow Constraint Response
- Suggested Exercise: Delivery Performance Escalation
- Capstone Exercise: Healthcare Delivery Operating Plan

Practical Exercises

The course uses suggested activities with fictional hospital, ambulatory, public-health, insurance, and community-care scenarios.

- Suggested activity: map a service model and identify access, coordination, governance, and performance control points.
- Suggested activity: compare demand, capacity, queues, and skill mix to propose an operating response.
- Suggested activity: diagnose a patient-flow delay and assign pathway, handoff, escalation, and recovery controls.
- Suggested activity: present an improvement portfolio linking indicators, risks, owners, and review decisions.

FAQs

Who suits advanced healthcare delivery management training, and what does it assume?

Healthcare operations, service-line, flow, quality, and system-performance leaders suit the training; it assumes responsibility for delivery decisions or operational performance.

How does healthcare delivery management differ from general quality improvement training?

Healthcare delivery management integrates service design, access, capacity, flow, coordination, performance control, escalation, and improvement governance rather than focusing only on improvement methods.

How can healthcare delivery managers align demand and capacity?

Healthcare delivery managers can separate demand, need, activity, capacity, queues, and failure demand, analyze variation, review skill mix, and match available resources to service patterns.

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What improves patient flow in healthcare delivery systems?

Patient flow improves through system mapping, bottleneck diagnosis, demand shaping, capacity matching, coordinated handoffs, escalation rules, performance measures, and a managed improvement portfolio.

How should healthcare delivery performance be reviewed?

Healthcare delivery performance should be reviewed through linked quality, access, flow, equity, capacity, risk, and service-line indicators with named owners and decision thresholds.

Conclusion

Participants leave with a Healthcare Delivery Operating Plan containing service-model, access, capacity, flow, coordination, dashboard, risk, and improvement tools. The plan creates a traceable route from patient need to operating decisions. It helps teams coordinate services, manage constraints, escalate delivery risks, and prioritize improvement work.