

Hospital Administration and Operations Management Training Course

21 – 25 December 2026
Abu Dhabi

AGILE LEADERS
Training Center

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Ref: 1473_264749 **Date:** 21 – 25 December 2026 **Location:** Abu Dhabi **Fees:** 4700 Euro

Overview

Hospital Administration and Operations Management Training Course is a one-week intermediate course for hospital administrators, department coordinators, clinical operations staff, quality personnel, service managers, and healthcare supervisors who leave with a Hospital Operations Management Pack. Participants apply hospital governance, departmental coordination, patient flow and capacity management, workforce and resource planning, quality and safety oversight, performance indicators, communication, service continuity, and operational improvement to fictional hospital scenarios. Agile Leaders Training Center presents hospital administration as a coordinated operational management practice.

Who Should Attend

- Personnel responsible for hospital governance, administration, and operating policies
- Teams responsible for patient flow, beds, capacity, and support-service coordination
- Functions responsible for workforce, resources, schedules, and departmental performance
- Personnel responsible for quality, safety, indicators, and patient experience
- Supervisors responsible for service continuity and operational improvement

The course assumes participants already contribute to hospital administration or service operations and leaves out clinical diagnosis, treatment decisions, and specialist medical practice.

Departments and Industries

The course supports departments and industries that coordinate hospital services, resources, performance, and continuity.

- Hospital administration and executive support offices
- Clinical operations and patient-flow departments
- Quality, patient safety, and performance functions
- Workforce planning and shared-service teams
- Public, private, and nonprofit healthcare providers

Learning Objectives

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

- Apply governance roles to hospital operating decisions
- Analyze patient flow, capacity, and service constraints
- Build workforce and resource coordination plans
- Use hospital performance indicators and dashboards
- Evaluate quality, safety, and continuity risks
- Prioritize operational improvement actions

Course Agenda

Day 1: Hospital Governance and Operating Models

- Hospital Governance Roles and Accountability Chart
- Clinical and Administrative Interface Map
- Department Mandate and Decision-Rights Matrix
- Hospital Operating Model Alignment Canvas
- Management Meeting and Escalation Calendar

Day 2: Patient Flow and Capacity Coordination

- Patient Journey and Throughput Process Map
- Bed Capacity and Demand Review Board
- Admission, Transfer, and Discharge Coordination Checklist
- Diagnostic and Support-Service Constraint Log
- Patient Flow Exception and Escalation Pathway

Day 3: Workforce and Resource Planning

- Service Demand and Staffing Alignment Sheet
- Department Workload and Coverage Matrix
- Resource Allocation Priority Framework
- Nonclinical Support Service Coordination Plan
- Operational Handover and Communication Template

Day 4: Quality, Safety, and Performance Oversight

- Hospital Performance Indicator Definition Card
- Quality, Safety, and Experience Dashboard
- Clinical Audit Finding Review Method
- Service Continuity Risk Register
- Corrective Action and Effectiveness Monitoring Log

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Day 5: Hospital Operations Management Practice

- Suggested Exercise: Governance and Decision-Rights Review
- Suggested Exercise: Patient Flow and Capacity Analysis
- Suggested Exercise: Workforce and Resource Coordination
- Suggested Exercise: Performance and Continuity Prioritization
- Capstone Exercise: Hospital Operations Management Pack

Practical Exercises

The course uses suggested activities with fictional general hospital, specialty hospital, and day-service scenarios.

- Suggested activity: map governance roles, decision rights, and escalation routes across clinical and administrative functions.
- Suggested activity: analyze patient flow, bed demand, discharge dependencies, and support-service constraints.
- Suggested activity: align workload, staffing, resources, and handover arrangements for a service period.
- Suggested activity: review indicators and risks, then assemble an operational improvement and monitoring pack.

FAQs

Who suits hospital administration and operations management training, and what does it assume?

Hospital administration and operations management training suits personnel who already coordinate services, departments, resources, quality, or performance. It assumes operational familiarity and excludes clinical diagnosis, treatment decisions, and specialist medical practice.

How does hospital operations management training differ from healthcare leadership training?

Hospital operations management training concentrates on governance, patient flow, capacity, resources, indicators, and service continuity, while healthcare leadership training focuses more broadly on leadership behavior, influence, teams, and organizational direction.

How can hospital administrators improve patient flow?

Hospital administrators can improve patient flow by mapping journeys, measuring throughput, reviewing bed demand, coordinating admission and discharge dependencies, managing support-service constraints, escalating exceptions, and monitoring whether actions remove recurring delays.

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Which hospital performance indicators support operational management?

Hospital performance indicators should reflect access, patient flow, capacity, service quality, safety, efficiency, experience, workforce coverage, and continuity. Each indicator needs a defined purpose, owner, data source, review rhythm, target, and response when results fall outside expectations.

How should hospital administration teams manage service continuity risks?

Hospital administration teams should identify critical services and dependencies, assess disruption scenarios, assign escalation routes and recovery priorities, maintain communication and handover arrangements, and monitor corrective actions through defined owners and review dates.

Conclusion

Participants leave with a Hospital Operations Management Pack containing governance maps, flow and capacity tools, workforce plans, indicator cards, a dashboard, continuity risks, and an action log. The pack connects departments, resources, and performance decisions. It supports clearer accountability, coordinated operations, traceable escalation, and measured improvement.