CONCEPT

Modern Healthcare Management and E-Governance Course: Hospital Operations and Digital Services



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Introduction:

Modern healthcare management and e-governance, covering hospital operations and digital services, is a 1-week course for hospital and health-facility managers, department heads, health administration and quality staff, ending with a Facility Management and E-Governance Improvement Plan. Many health facilities add digital services and electronic workflows while patient flow, accountability and performance reporting still run on paper, so delays, duplicated work and unclear decisions persist. Nominees already manage a facility, department or administrative function and practise on case studies from hospitals, primary care centres and specialist clinics. CoreConcept Training Center delivers this healthcare management course.

Course Objectives:

- Analyse hospital and department operations using patient flow, capacity and service performance indicators
- Define governance and accountability structures, decision rights and committee roles for a health facility
- Design digital patient services such as online booking, patient portals and electronic referrals around patient journeys
- Redesign administrative processes as electronic workflows with e-signatures, approvals and audit trails
- Apply health data governance and privacy controls to digital services and management reports
- Build a Facility Management and E-Governance Improvement Plan with priorities, owners and performance dashboards

Target Audience:

- Hospital and health-facility managers responsible for operations, budgets and service delivery
- Clinical and administrative department heads responsible for unit performance and staffing
- Health administration staff responsible for patient services, records and administrative processes
- Quality and patient safety staff responsible for performance indicators and governance reporting
- Digital health and transformation coordinators responsible for introducing electronic services

Course Outline:

Day 1: Modern Healthcare Management and the Digital Context

- Health Facility Management Functions and Organisational Structures
- Patient Journey Mapping From Referral to Discharge
- Service Performance Indicators for Access, Quality and Efficiency
- WHO Global Strategy on Digital Health Objectives for Facilities
- Facility Management and Digital Maturity Baseline Assessment

Day 2: Health Governance, Accountability and E-Governance Frameworks

- Governance Structures, Decision Rights and Committee Charters
- Clinical Governance Links to Management Accountability
- E-Governance Principles of Transparency, Access and Accountability
- Health Data Governance Roles, Ownership and Privacy Controls
- Delegation of Authority Matrix for Electronic Approvals

Day 3: Hospital Operations and Digital Services in Practice

- Patient Flow and Bed Capacity Management Methods
- Online Booking, Patient Portal and E-Referral Service Design
- Electronic Workflow Redesign With E-Signatures and Audit Trails
- Performance Dashboard Design for Department and Facility Reviews
- Patient Feedback and Complaint Handling Through Digital Channels

Day 4: Risks, Resistance and Problem Cases in Health Digitalisation

- Digital Exclusion Risks and Assisted Access Channels
- Staff Resistance Patterns and Change Adoption Tactics
- Data Privacy Breach Scenarios and Escalation Procedures
- Parallel Paper and Electronic Process Failure Analysis
- Monitoring Digital Health Implementation With Outcome Indicators

Day 5: Case Study Practice and the Improvement Plan

- Hospital Outpatient Case Study on Waiting Times and Booking
- Primary Care Case Study on Electronic Referral Delays
- Administrative Approval Case Study on Paper-to-Digital Redesign
- Governance and Dashboard Review With Peer Challenge
- Facility Management and E-Governance Improvement Plan Completion

Skills You Will Gain:

- Patient Flow Analysis
- Health Governance Design
- Digital Service Design
- Electronic Workflow Redesign
- Health Data Privacy Control
- Performance Dashboard Design
- Change Adoption Planning
- Healthcare Operations Review

Why Attend This Course:

- Present a Facility Management and E-Governance Improvement Plan to the facility director and the quality and digital health leads
- Decide which administrative processes and patient services to digitise first and which governance controls they need
- Avoid long waiting times, lost approvals and privacy incidents caused by unclear accountability and parallel paper processes
- Coach department staff on the patient journey maps, dashboards and workflow templates practised in the case studies

Conclusion:

Back at work, the participant gives the Facility Management and E-Governance Improvement Plan to the facility director, department heads and the quality and digital health leads. They use it to agree which services and workflows to digitise first, who owns each change and how results will be reported. After the first quarter, the facility should review waiting times, approval cycle times, complaint trends and privacy incidents against the baseline and adjust priorities where results have not moved.

Frequently Asked Questions FAQ:

What should participants know before a modern healthcare management and e-governance course?

Participants should already manage a health facility, department or administrative function. Bringing anonymised performance data, a process map of a current administrative workflow and any digital service plans helps them apply the case studies to their own facility.

How does a modern healthcare management and e-governance course differ from a health information systems course?

This course focuses on management: operations, governance, accountability, digital service design and workflow redesign. Health information systems courses focus on technical systems such as electronic health records, interoperability standards and system implementation, which this course does not teach.

Why should healthcare management include e-governance?

E-governance makes decisions, approvals and performance visible and traceable. When patient services and administrative workflows move online with clear accountability, facilities reduce delays and duplicated work, protect patient data and give leaders reliable information for decisions.

What do participants take back from the modern healthcare management and e-governance course?

Participants take back a Facility Management and E-Governance Improvement Plan with a baseline assessment, governance and decision-rights map, digital service and workflow priorities, data privacy controls and a performance dashboard ready for review with facility leadership.