Healthcare Human Resources Management: Clinical Staffing, Credentialing and Retention

10 – 14 May 2027
London - Central London four-star



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Introduction:

Healthcare human resources management breaks down when wards run on agency cover, newly hired clinicians wait weeks for privileges, overtime becomes routine and experienced nurses resign before anyone reads the exit data. This Core Concept course gives hospital HR, medical staff affairs and nursing administration teams the methods to set safe staffing, verify and privilege clinicians, build fair rosters, manage fatigue and burnout, and measure clinical workforce performance. Working on a case hospital, participants produce a Clinical Workforce Plan and Retention Programme for a nursing or medical service.

Course Objectives:

- Diagnose clinical workforce gaps across medical, nursing and allied health cadres using an establishment register and vacancy data
- Select a ward staffing approach by comparing fixed nurse-to-patient ratios with acuity-based models and patient classification
- Run a credentialing and privileging file from primary source verification to committee decision and reappointment
- Design clinician recruitment, onboarding and roster arrangements that limit overtime and fatigue
- Assess burnout and turnover risk and set clinical performance review and professional development routines
- Build a clinical workforce plan and retention programme tracked through healthcare HR metrics

Target Audience:

- Hospital HR managers who recruit, contract and retain medical, nursing and allied health staff
- Medical staff affairs managers who run credentialing files, privileging committees and reappointments
- Nursing administration managers who set ward staffing levels, rosters and nurse development plans
- Allied health and clinical department heads responsible for staffing their services
- Workforce analytics leads who report clinical vacancy, turnover, sickness absence and overtime

Course Outline:

Day 1: Healthcare Workforce Landscape and Clinical HR Baseline

- Clinical Workforce Mix: Medical, Nursing, Allied Health and Support Cadres
- Nursing Shortage Drivers: Ageing Workforce, Working Conditions and Pay Pressure
- Clinical HR Operating Model: HR, Medical Staff Office and Nursing Administration Roles
- Establishment Register: Budgeted Posts, Vacancies and Agency Cover by Unit
- Clinical Workforce Current-State Diagnostic Checklist

Day 2: Staffing Models, Credentialing and Privileging Frameworks

- Fixed Nurse-to-Patient Ratios Versus Acuity-Based Staffing Models
- Patient Classification and Workload Measurement for Ward Staffing
- Credentialing Cycle: Primary Source Verification of Licence, Education and Experience
- Delineation of Clinical Privileges: Department, Committee and Board Review
- Reappointment Intervals and Credential Expiry Tracking Software

Day 3: Clinician Recruitment, Rostering and Performance

- Clinician Recruitment Pipeline: Sourcing Channels, Competency Interviews and Reference Checks
- Structured Clinical Onboarding and Preceptorship Plans for New Nurses and Physicians
- Roster Design: Shift Patterns, Twelve-Hour Versus Eight-Hour Shifts and Self-Rostering
- Clinical Performance Review: Competency Checklists, Peer Review and Professional Practice Evaluation
- Continuing Professional Development Records and Learning Needs Analysis per Clinical Unit

Day 4: Fatigue, Burnout and Clinician Retention Risks

- Overtime and Fatigue Risk Controls: Consecutive Shift Limits and Rest Periods
- Burnout Assessment Using the Maslach Burnout Inventory Dimensions
- Organisational Burnout Drivers: Workload, Control, Reward, Fairness and Values
- Retention Levers: Flexible Scheduling, Mentorship, Wellness and Workplace Violence Prevention
- Stay Interviews, Exit Analysis and Clinical Recognition Programmes

Day 5: Case Hospital: Clinical Workforce Plan and Retention Programme

- Case Hospital Data Pack: Vacancy, Turnover, Overtime and Sickness Absence Figures
- Healthcare HR Metrics Scorecard: Vacancy Rate, Turnover, Time-to-Credential and Agency Spend
- Clinical Workforce Plan Drafting for a Nursing or Medical Service
- Retention Programme Design with Owners, Milestones and Engagement Measures
- Panel Defence of the Clinical Workforce Plan and Retention Programme

Skills You Will Gain:

- Clinical Staffing Model Selection
- Credentialing File Management
- Clinical Privilege Delineation
- Clinical Roster Design
- Fatigue Risk Control
- Burnout Risk Assessment
- Clinician Retention Planning
- Healthcare HR Metrics Reporting

Why Attend This Course:

- Leave with a Clinical Workforce Plan and Retention Programme for a nursing or medical service, modelled on a case hospital
- Shorten the time between a clinician's offer and first supervised shift by tightening the credentialing file
- Replace unplanned overtime and agency cover with rosters and staffing rules that ward managers can defend
- Compare clinical HR practice with peers from public, private and non-profit hospitals and clinic networks

Conclusion:

Hospitals keep safe, stable clinical teams when staffing levels, credentials, rosters and retention are managed together rather than in separate offices. The course moves from the clinical workforce landscape and establishment baseline, through staffing models and credentialing and privileging frameworks, to recruitment, onboarding, rostering, performance review and professional development. It then addresses overtime, fatigue, burnout and retention risks. The final day applies these methods to a case hospital, producing a Clinical Workforce Plan and Retention Programme with a healthcare HR metrics scorecard ready for executive review.