

# Management and Operations in Healthcare

## Healthcare Delivery - Agility and Resilience

### Introduction

Today's healthcare executives must assess their surroundings, identify opportunities to save operational expenses without sacrificing quality, and navigate unexpectedly tumultuous times with skill. Agility and resilience are critical for people, society, and global healthcare organisations, as highlighted by the Covid-19 epidemic.

Two abilities that can assist us in changing our perspective and approaching changes and obstacles in a more productive manner are agility and resilience. These qualities stand for "adaptive capacity," which is the amount of willpower and fortitude required to deal with difficult, shifting, and unfavourable circumstances.

### **The following will be covered in this Course N Carry Management and Operations in Healthcare training course:**

- Take the lead and create preventative measures to minimise the possible danger.
- Organising your medical department is important.
- Recognise not just the risk management instrument but also the associated strategy tools.
- Possess the capacity to assess the state and difficulties of healthcare
- An improved comprehension of healthcare management functions and quality principles

### Objectives

The primary responsibility of healthcare executives is to establish and maintain an organisational culture that maximises patient-centered care that is high-quality, safe, and efficient. A leader's responsibilities go beyond creating the greatest possible physical environment; they also include creating an organisational culture that encourages and supports members of the healthcare team in their sometimes taxing task of delivering direct care.

The primary goals of this training programme on healthcare management and operations are to improve and expand the strategic thinking abilities of senior medical executives and medical chiefs in healthcare leadership and management.

Among the goals are:

- To provide participants with improved management and administrative abilities for their hospitals or medical departments and to train executives in the healthcare industry to carry out relevant programmes and supervise initiatives for development.
- To assist the participants in gaining advanced knowledge of leadership, efficacy and efficiency strategies, and creative issue solving with the use of seven thinking hats for organisational success
- To have a deeper comprehension of management roles and quality concepts.
- Train people in the creation and application of strategic planning
- Reduce harmful behaviour and increase constructive collaboration

## Training Methodology

Throughout the programme, a mix of lectures, case studies, and discussions will be used in order to maximise learning gains through delegate engagement. This enables attendees to talk about their own issues and suitable solutions with other delegates and the presenter.

## Organizational impacts

- The organisation will be knowledgeable about healthcare systems, key players, and health issues.
- Capacity to establish a clear vision for your group, division, hospital, or clinic Adapt your leadership approaches as patient needs and circumstances change
- Pay attention to how the "people" side is applied in times of transition.
- Adapt, create efficient change management plans, and decide when to take action.
- Acquire resources for investigating market prospects and cultivate an ability to foresee shifts.
- Encourage and lead people to adopt a robust and adaptable outlook and way of thinking.

## Personal Impact

**Handle the organisational aspects of running your hospital or medical department.**

- Recognise not just the risk management instrument but also the associated strategy tools.
- You'll comprehend management duties and quality concepts better.
- Recognise the obstacles to competent healthcare leadership
- Analyse your own leadership style, noting its advantages and shortcomings.
- Encourage your employees to acquire the requisite resilience and agility.
- Increasing your self-awareness and flexibility can help you balance your actions.

## Who should attend?

**The following healthcare management roles often participate in this agility and resilience training programme:**

- Senior Managers and Department Heads in Healthcare

- Heads of Clinical Sections: Other Medical Personnel

## Course Outline

### Day 1

#### Principles of Healthcare Leadership

- Functions of Leadership and Management
- The sources of power for leaders in healthcare
- Positions of Healthcare Leaders and Managers: Mission, Vision, and Values of the Organisation
- The Leadership Capabilities in Healthcare
- Leadership Styles in Healthcare

### Day 2

#### Construction Quickness and Hardiness

- Medical Care Efficiency & Effectiveness
- Three traits define resilient individuals
- Foundational skills for resilience and agility
- Johari Windows and Holland Theory
- The Impact of Agility and Resilience on Healthcare Problem-Solving and Decision-Making

### Day 3

#### Critical thinking, PMI, CAF, SCAMPER, and creative leadership in healthcare

- The Thinking Caps for Executives in Healthcare
- Qualities of Strategic Thinkers Comprehending the Dynamics of Healthcare Teams
- The Stages of Team Development in the Tuckman Model
- The roles on the Belbin team

### Day 4

#### Strategic Management in Healthcare

- Strategic Planning Model: ABCDE Instruments for Implementing Strategy:
- SWOT Analysis & SMARTER Objectives
- Implementing a Strategy

## Day 5

### Lewin, Kotter, McKinsey 7S, and ADKAR Change Models

- Change Management in Healthcare Organisations
- Dispute settlement and negotiation
- ZOPA, WAP, and BATNA
- Risk Acceptance and Avoidance
- Programme review and post-assessment for the Contingent Valuation Method (CVM)