

Overseeing the Provision of Healthcare Services

Managing Healthcare

Introduction

Gaining and achieving "Excellence" through patient-focus is essential to shaping and enhancing a great healthcare organization's sustainability and reputation. In order to improve the overall performance of healthcare organizations, participants in this five-day Managing Healthcare Delivery training course will get the information and abilities necessary to create, develop, and implement a patient experience-based framework.

Building high-performing, inspiring, and engaging healthcare teams, creating and maintaining fruitful clinical relationships, and putting tools and strategies in place to enhance patient-centered care are all covered in this highly participatory training course.

The following will be covered in this Course N Carry Overseeing the Provision of Healthcare Services training:

- Put your effective communication abilities to use.
- Show off your abilities as a healthcare team coach.
- Adopt a "Patient-Focus" mindset to adapt service excellence.
- Design and implementation of the patient experience
- Boost Patient and Employee Involvement

Objectives

You must modify the "Patient-Focus" idea to improve your healthcare efficiency and reputation if you want to create a modern, competitive hospital. After completing this session, participants will understand what "Managing Healthcare Delivery" means in terms of improving the patient experience in medical facilities. Improving the skills and knowledge of healthcare professionals is the main goal of the Managing Healthcare Delivery training course.

This training course on Overseeing the Provision of Healthcare Services will teach you how to

- Boost the knowledge and proficiency of healthcare workers that prioritize patients.
- Create and maintain strategies for successful internal and external interactions.
- Create a culture of coaching that promotes outstanding patient care.
- Determine the variations in the patients' stated needs, values, and preferences.

Training Methodology

During this program, a mix of lectures, case studies, and discussions will be used in order to optimize the learning benefits for the delegates. This enables participants to talk about their particular issues and suitable solutions with the presenter and other delegates.

Organizational impacts

The following are just a few advantages that organizations can gain from this Overseeing the Provision of Healthcare Services training course:

- Boost the "Patient-Focus" orientation culture throughout the company.
- Increase your knowledge of patient kinds and how to manage each situation.
- Effectively compete with other healthcare providers
- Encourage cooperation and communication to promote teamwork.

Personal Impact

Participants will gain from:

- Balanced decision-making with a focus on results
- Knowing how to employ motivation in effective communication
- Pay attention to healthcare quality orientation as a measure of client satisfaction.
- Establish a culture of health for the process of continuous improvement.

Who should attend?

For healthcare workers involved in hospital operations and patient care, this Course N Carry Overseeing the Provision of Healthcare Services training course is perfect, particularly:

- Leaders in Healthcare
- Heads of Departments
- Team for Patient Services
- Team Operations
- Quality Officers
- Head Nurses
- Officer of Patient Safety

Course Outline

Day 1

Patient Focus Induction

- The Four Customer Groups
- Customer types
- The Seven Behaviors of Customers
- Results of the Research
- A Grievance Is a Present
- How can you lose clients?

Day 2

Boosting Efficiency

- Customer communication abilities
- Intelligence in Emotions
- Getting Started
- Promoting Collaboration
- Handling Change

Day 3

A focus on results

- Making decisions with balance
- Recognizing the use of incentive
- Analysis of situations and problems
- Good Communication
- Body Language
- Sandwich Method

Day 4

Orientation to Quality in Healthcare

- Customer Satisfaction Indicators
- The Price and Advantages of Quality
- The Process of Continuous Improvement
- Quality development that is sustainable
- The PDSA Cycle
- Challenges in Reaching Quality

Day 5

Skills in Negotiation

- Styles of Negotiation
- Four Essential Negotiation Concepts
- WAP, ZOPA, and BATNA
- Obstacles to Consensus
- Effective Negotiation Techniques
- Review and Assessment of the Program