



Workshop on Hospital Administration for Effective Service Delivery

April 13 – 17, 2026, 1st Run: Lagos & Port Harcourt

October 12 – 16, 2026, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: Lagos: N350, 000,

Abuja / Port Harcourt: N400, 000 per Participant

Delivery Mode: In-person / Live Virtual / Hybrid

Online course fee: N300, 000 per Participant

Available for In-plant Training

**700 USD for foreign
Participants**

Program overview:

Hospital administration plays a crucial role in ensuring efficient healthcare service delivery. This comprehensive training program is designed to equip healthcare professionals with the necessary skills and knowledge to effectively manage hospital operations, enhance patient care, and optimize organizational performance.

This course is designed to empower healthcare professionals with the expertise to navigate the complexities of hospital administration, drive operational excellence, and deliver high-quality patient care. Join us to embark on a transformative learning journey in healthcare management.

For whom:

This course is designed for healthcare administrators, medical directors, hospital managers, Clinical department heads, Medical Doctors, Chief of Administration, and healthcare professionals aspiring for leadership roles in both public and private hospitals. Healthcare professionals in charge of Clinics, Specialist Hospitals, Research and Medical Centers, and third sector health organizations involved in managing healthcare delivery system will benefit from this program.

Learning objectives:

At the end of the program, participants will be able to:

- gain insights into the structure, functions, and responsibilities of hospital administration.
- apply strategic planning skills to align hospital goals with healthcare trends and community needs.
- develop leadership skills to foster a culture of excellence and innovation.
- Apply best practices patient safety, improving healthcare quality, and implementing quality improvement initiatives.
- develop financial management skills essential for budgeting, cost control, revenue generation, and resource allocation in healthcare settings.
- apply effective human resource practices, including recruitment, training, staff retention, and performance evaluation in healthcare environments.
- explore legal and ethical considerations in healthcare administration, including compliance with regulations, patient rights, and confidentiality.
- develop strategies for efficient information management, electronic health records (EHR), data analytics, and technology adoption to enhance operational efficiency.
- explain healthcare policies, advocacy strategies, and their impact on hospital operations and patient care.

Course Outline:

Day 1: Hospital Administration: An Overview

- Overview of hospital administration roles and responsibilities.
- Importance of effective administration in healthcare service delivery.
- Historical perspective and evolution of hospital management.

Strategic Planning and Management

- Principles of strategic management in healthcare.
- Developing a strategic plan for a hospital.
- SWOT analysis and risk management in hospital administration.
- Case studies and best practices in strategic healthcare management.

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

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Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

Day 2: Healthcare Quality and Patient Safety

- Quality improvement methodologies (e.g., Lean, Six Sigma) in healthcare.
- Patient safety principles and practices.
- Implementing quality assurance programs.
- Accreditation standards and compliance requirements.

Financial Management in Healthcare

- Budgeting and financial planning for hospitals.
- Revenue cycle management and billing practices.
- Cost control strategies and financial performance metrics.
- Funding sources and reimbursement models in healthcare.

Day 3: Human Resources Management

- Recruitment, retention, and training of healthcare staff.
- Leadership and motivation in healthcare settings.
- Conflict resolution and team building.
- Staffing models and workload management.

Healthcare Information Systems and Technology

- Role of technology in healthcare administration.
- Electronic health records (EHR) implementation and management.
- Telemedicine and digital health innovations.
- Data analytics and decision support systems.

Day 4: Ethical and Legal Issues in Healthcare Administration

- Ethical dilemmas in healthcare decision-making.
- Legal framework and regulations affecting hospital administration.
- Patient rights and confidentiality.
- Risk management and malpractice issues.

Effective Communication and Stakeholder Engagement

- Communication strategies for healthcare administrators.
- Building effective relationships with patients, staff, and stakeholders.
- Crisis communication and public relations in healthcare.

Day 5: Attracting and engaging customer-focused employees in hospitals

- Attributes and benefits of an engaged workforce
- Innovative techniques to hire a patient-centered workforce
- Strategies for recognizing employee commitment to patient experience
- Fostering employee engagement
- Adopting a coaching culture through leadership and influence
- The impact of coaching on the quality of care and services

Emerging Trends and Future Directions

- Innovations in healthcare delivery (e.g., personalized medicine).
- Global perspectives on healthcare administration.

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N350, 000

In-plant Fee Negotiable

WORKSHOP FEE:

Workshop fee: Lagos: N350, 000 per Participant, VAT-N26,250

Abuja / Port Harcourt: N400, 000 per Participant, VAT-N30,000

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

For Booking / Enquiry, Call: 234-8051365946, 234-7087578814

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Training Methodology: Lectures, discussions, exercises, and case studies will be used to reinforce these teaching/learning methods.

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