



### **Workshop on Effective Healthcare Management System**

January 15 – 19, 2024, 1<sup>st</sup> Run: Lagos & Abuja

July 8 – 12, 2024, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N250, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N200, 000 per Participant

**Available for In-plant Training**

**500 U\$D for foreign  
Participants**

#### **Program overview:**

Effective public health service delivery continues to remain a challenge in Nigeria. Over the past decades medical services are delivered in an environment of poor infrastructures and scarce resources. Healthcare administrators in Nigeria must now take a step back from their day-to-day operational challenges and take a strategic look at the quality of care, management, finances, productivity and growth of this vital industry. This workshop aims to equip clinicians and other health administrators with the skills to design and implement strategies for effective healthcare delivery and organizational change.

#### **For whom:**

Medical Directors, Hospital Directors, Medical Doctors, Head of Administration, Senior Doctors and Senior Officers in private hospitals, Clinics, Specialist Hospitals, Government Hospitals, Research and Medical Centers, Chief Medical in Pediatrics, Cardiology, Neurology and Gynecology and third sector health organizations involved in managing healthcare delivery system.

#### **Learning objectives:**

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

- identify their priorities and develop leadership skills for working with staff and stakeholders to develop and deliver more productive healthcare services;
- acquire skills for guiding the work of clinicians through clinical governance and healthcare standards;
- work with the whole healthcare system to achieve sustainable change;
- evaluate HR's role as a vital contributor to a productive healthcare system;
- discover strategies to attract and retain top talent;
- examine best practices for managing performance and creating compensation, training and benefit systems that drive bottom-line results; and
- see the patients as the center piece of any successful healthcare system.

#### **Course outline:**

##### **Day 1: Global Best Practice for Sustainable Healthcare System**

- Understanding the Global Healthcare Trends and Challenges
- Investment in Healthcare - Meaningful Return, Disastrous Failure
  - o identifying Hospital Risk Exposure and Risk Tolerance
  - o Assessing Various Financing Methods and identifying the best options

## **Day 2: Integrating Talent Management to Optimize Workforce Performance**

- International Standard
- Factors Influencing Good Nursing Care
- Designing Attractive Compensation System and Incentive based
- Organizational Culture

## **Day 3: Journey to Excellence in Quality Service**

- Implementing total quality management to strengthen hospital management and practice
- Striking a balance between high quality care and a reasonable ROI
- Global best practices for a sustainable healthcare system

## **Day 4: Designing Healthcare Services Process for Quality, Effectiveness and Cost Efficiency**

- Building Hospital Reputation
- Understanding and Learning from Consumer demand

## **Day 5: Streamlining the Hospital Processes by Using IT to achieve Cost Efficiency**

- Moving from Quality to Excellence using IT
- Effective Use of IT to Minimize Medical Error
- Human Resource Management in Today's Healthcare

### **LOCATIONS**

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

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

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

**Open Course Fee: N250, 000**

In-plant Fee Negotiable

### **WORKSHOP FEE:**

**N250, 000 per participant, VAT –N18, 750**

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  
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,  
& 234-9112830607**

## **Training Methodology**

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