



Workshop on Patient Flow, Teamwork & Quality Patient Care

May 26 – 30, 2025, 1st Run: Lagos & Port Harcourt

November 17 – 21, 2025, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N300, 000 per Participant

For online: Delivery via Zoom

Online course fee: N250, 000 per Participant

Also Available for In-plant Training

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

Program overview:

Poor patient flow can have a detrimental effect on healthcare services and the welfare of both staff and patients. As in all hospitals, care is provided through many specialized departments, such as radiology, surgery and various types of patient wards, as well as by ancillary departments, such as admissions, medical records, laboratory, pharmacy, housekeeping and transportation.

A patient arriving through the emergency department encounters repeated waits as he or she progresses from one stage of care to another, waiting for rooms, equipment, physicians, nurses, technicians, beds, medications, and records.

Patient flow represents the ability of the healthcare system to serve patients quickly and efficiently as they move through these stages of care. When the system works well, each stage is completed with minimal delay. When the system is broken or overloaded, patients accumulate like a reservoir, as in the chronic delays experienced in many hospitals and emergency departments.

This training program is designed to enhance the skills and knowledge of healthcare professionals in managing patient flow, fostering teamwork, and delivering quality patient care. Participants will learn essential strategies and best practices aimed at optimizing patient movement through healthcare facilities, improving collaboration among multidisciplinary teams, and maintaining high standards of patient care and safety.

For whom:

This program is designed for healthcare professionals including nurses, physicians, administrators, and support staff involved in patient care and management within hospitals, clinics, and other healthcare settings.

Learning objectives:

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

- explain the principles of efficient patient flow management;
- identify bottlenecks and inefficiencies in the patient journey;
- implement strategies to streamline admissions, transfers, and discharges;
- explore the importance of teamwork in delivering quality patient care;
- improve communication and collaboration among healthcare professionals;
- foster a culture of mutual respect, trust, and shared responsibility within teams;
- define quality patient care and its components;
- design techniques to improve patient satisfaction and outcomes;
- develop leadership skills essential for guiding multidisciplinary teams; and
- utilize data-driven insights to make informed decisions.

Course Outline:

Day 1: Patient Flow and Its Importance

- Definition and significance of patient flow in healthcare
- Impact of efficient patient flow on overall hospital operations
- Case studies/examples illustrating successful patient flow management

Understanding Teamwork in Healthcare Settings

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

Website: www.hcaglobalconsult.com: Email: info@hcaglobalconsult.com, hcaglobalconsult@gmail.com

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

- Importance of teamwork for quality patient care
- Characteristics of effective healthcare teams
- Strategies for building and maintaining effective teamwork

Day 2: Enhancing Communication Skills

- Verbal and non-verbal communication techniques
- Role-playing exercises for improving communication in healthcare teams
- Handling difficult conversations and conflicts within teams

Patient-Centered Care Principles

- Definition and core principles of patient-centered care
- Implementing patient-centered care in various healthcare settings
- Case studies demonstrating successful patient-centered care approaches

Day 3: Managing Patient Flow

- Principles of effective patient flow management
- Tools and techniques for optimizing patient flow
- Addressing bottlenecks and improving efficiency in patient flow processes

Quality Improvement Techniques

- Introduction to quality improvement (QI) methodologies (e.g., Lean, Six Sigma)
- Applying QI tools to enhance patient care and patient flow
- Monitoring and measuring outcomes of QI initiatives

Day 4: Role of Technology in Patient Flow and Quality Care

- Overview of healthcare technologies for improving patient flow
- Electronic health records (EHR) and their impact on patient care
- Telemedicine and remote monitoring in enhancing patient management

Ethical and Legal Considerations

- Ethical dilemmas in patient flow and healthcare teamwork
- Legal aspects and regulations affecting patient care and teamwork

Day 5: Leadership in Healthcare Teams

- Characteristics of effective healthcare leaders
- Leadership styles and their impact on team dynamics
- Developing leadership skills for improving patient care outcomes

Practical Application and Class Exercises

- Practice patient flow management
- Team-based exercises to enhance communication and teamwork skills

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

LOCATIONS

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

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

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

Open Course Fee: N300, 000
In-plant Fee Negotiable

WORKSHOP FEE:

N300, 000 per participant, VAT –N22, 500

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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