



makeway
...enabling desired results



Healthcare Management Courses

**2025 TRAINING
BROCHURE**

INTRODUCTION

At MakeWay Global, we are committed to empowering professionals with the knowledge and skills needed to excel in the dynamic healthcare sector. As a leading provider of specialised training, we offer comprehensive courses covering Hospital Administration, Healthcare Operations, Quality and Safety, Healthcare Policy and Economics, and Clinical Workflow Optimisation.

With years of experience in healthcare training, MakeWay Global has built a reputation for excellence, innovation, and practical learning. We collaborate with industry leaders and regulatory bodies to ensure our training remains relevant and impactful. Whether you are a seasoned healthcare professional or new to the field, our courses will help you gain the expertise needed to succeed in healthcare management.

Our training programmes and hands-on coaching engagements allow us to tailor our services to meet individual and organisational needs. We listen to the voice of the customer and provide practical tools and insights that can be immediately applied to improve healthcare operations and leadership. Our courses are always delivered to an exceptional standard by expert instructors at a price that offers excellent value for money.

What We Offer

- ✓ Comprehensive Training Programmes – Covering key healthcare management areas with up-to-date content and practical applications.
- ✓ Industry-Experienced Instructors – Learn from experts with real-world experience in hospital administration, operations, and policy.
- ✓ Flexible Learning Options – We provide in-person, online, and blended learning opportunities to suit diverse needs.
- ✓ Accredited and Recognised Courses – Our certifications enhance professional credibility and career progression.
- ✓ Customised Corporate Training – Tailored programmes designed to meet specific healthcare business and operational objectives.

Our Vision Statement

Enhanced stakeholder confidence in the continued productivity of their enterprise

Our Mission Statement

Providing inspiration and enabling 'tools' that generate and promote the productivity of the client's business

HEALTHCARE OPERATIONS

Healthcare Operations: Course Outline

Overview

This course is designed to equip healthcare professionals with the knowledge and skills required to manage and optimise healthcare operations efficiently. Participants will explore key concepts such as resource management, patient flow, quality control, and the integration of technology to enhance healthcare service delivery.

Course Objectives

- Understand the fundamentals of healthcare operations management.
- Develop strategies for efficient resource allocation and patient flow.
- Implement quality improvement initiatives to enhance patient care.
- Leverage technology for data-driven decision-making and operational efficiency.
- Apply financial and supply chain management principles to healthcare settings.

Course Modules

Module 1: Introduction to Healthcare Operations Management

- Overview of healthcare operations and systems.
- Key challenges and best practices.
- The role of healthcare managers in operations.

Module 2: Resource Management and Patient Flow

- Strategies for effective workforce planning and scheduling.
- Managing patient admissions, discharges, and transfers.
- Enhancing operational efficiency through process optimisation.

Module 3: Quality Improvement and Patient Safety

- Introduction to quality improvement frameworks (e.g., Lean, Six Sigma).
- Risk management and patient safety protocols.
- Measuring and improving healthcare service delivery.

Module 4: Healthcare Financial Management

- Budgeting and cost control in healthcare organisations.
- Revenue cycle management and financial sustainability.
- Economic considerations in healthcare operations.

Module 5: Supply Chain and Logistics in Healthcare

- Procurement and inventory management.
- Optimising supply chain processes for efficiency.
- Addressing supply chain challenges in healthcare settings.

Module 6: Technology and Innovation in Healthcare Operations

- The role of health information systems and electronic health records (EHRs).
- Leveraging data analytics for decision-making.
- Emerging trends and future innovations in healthcare management.

Module 7: Strategic Planning and Leadership in Healthcare

- Strategic decision-making for operational excellence.
- Leadership principles in healthcare management.
- Change management and organisational improvement.

Course Format

- **Duration:** 10 weeks
- **Delivery Mode:** Hybrid (in-person & online sessions)
- **Assessment:** Case studies, group discussions, and project work
- **Certification:** Certificate in Healthcare Operations Management by



Who Should Enrol?

- Healthcare administrators and managers.
- Medical professionals interested in operational roles.
- Policy makers and healthcare consultants.
- Students pursuing a career in healthcare management.

Enrol Today

Gain the expertise to drive operational excellence in healthcare. Join the Healthcare Operations course and enhance your impact in the healthcare industry!

QUALITY AND SAFETY IN HEALTHCARE

Quality and Safety in Healthcare: Course Outline

Overview

This course is designed to provide healthcare professionals with a comprehensive understanding of quality and safety principles in healthcare settings. Participants will explore frameworks, methodologies, and best practices to enhance patient safety, improve care quality, and foster a culture of continuous improvement.

Course Objectives

- Understand key principles of healthcare quality and patient safety.
- Identify and mitigate risks in healthcare delivery.
- Implement quality improvement methodologies.
- Develop strategies for effective incident reporting and management.
- Promote a culture of safety and continuous improvement.

Who To Attend

- Healthcare administrators and managers.
- Medical professionals responsible for patient safety and quality.
- Policy makers and healthcare consultants.
- Students pursuing careers in healthcare quality management.

Course Modules

Module 1: Introduction to Quality and Safety in Healthcare

- Definition and significance of quality and safety in healthcare.
- Historical context and evolution of patient safety standards.
- Regulatory frameworks and accreditation in healthcare.

Module 2: Risk Management and Patient Safety

- Identifying and analysing risks in healthcare settings.
- Error prevention and root cause analysis.
- Implementing safety protocols and best practices.

Module 3: Quality Improvement Frameworks

- Introduction to Lean, Six Sigma, and Plan-Do-Study-Act (PDSA).
- Measuring and monitoring quality outcomes.
- Tools for continuous quality improvement.

Module 4: Incident Reporting and Learning Systems

- Importance of reporting adverse events and near misses.
- Developing and managing incident reporting systems.
- Strategies for learning from errors and fostering transparency.

Module 5: Patient-Centred Care and Communication

- Enhancing patient engagement and shared decision-making.
- Effective communication strategies to improve patient safety.
- Ethical considerations in patient care and safety.


Module 6: Infection Prevention and Control

- Principles of infection control and hygiene practices.
- Strategies to reduce hospital-acquired infections.
- Implementing national and international infection control guidelines.

Module 7: Leadership and Organisational Culture for Safety

- The role of leadership in promoting a culture of safety.
- Building high-reliability organisations.
- Change management and staff engagement in quality initiatives.

Course Format

- **Duration:** 10 weeks
- **Delivery Mode:** Hybrid (in-person & online sessions)
- **Assessment:** Case studies, practical exercises, and project work
- **Certification:** Certificate in Quality and Safety in Healthcare by 

Enrol Today

Enhance your knowledge and skills in healthcare quality and safety. Join this course to contribute to safer, more effective healthcare delivery!

HOSPITAL LEADERSHIP AND ADMINISTRATION

Overview

This hands-on training programme is tailored for healthcare administrators, managers, and aspiring leaders who want to excel in hospital leadership and its administration. The programme offers practical, interactive sessions and tools to manage complex healthcare organisations effectively while fostering leadership excellence.

Who Should Attend?

- Healthcare managers and administrators
- Quality improvement professionals
- Clinical leaders

Training Modules

Module 1: Fundamentals of Hospital Administration

- **Core Concepts in Hospital Operations:** Understand the structure and functions of hospital departments, workflows, and tasks
- **Healthcare Financial Management:** Learn budgeting, financial reporting, and cost control measures critical to hospital sustainability
- **Human Resources Management and Workforce Planning:** Explore strategies for effective staffing, recruitment, retention, and professional development of healthcare personnel

Module 2: Strategic Planning and Decision-Making

- **Developing Strategic Plans:** Learn to create comprehensive plans that align hospital operations with long-term goals
- **Decision-Making Frameworks:** Explore tried and tested effective management tools that guide strategic decision making
- **Aligning Organisational Goals:** Understand how to ensure that patient care priorities are central to hospital objectives with the alignment of all employees

Module 3: Leadership and Team Management

- **Building High-Performing Teams:** Techniques for team formation, role delegation, and maintaining team cohesion
- **Communication and Conflict Resolution:** Master the art of effective communication and resolving conflicts in high-pressure environments
- **Inspiring and Motivating Staff:** Learn leadership styles and methods to foster a culture of engagement and accountability

Module 4: Regulatory Compliance and Risk Management

- **Healthcare Regulations and Standards:** Gain a detailed understanding of local and international regulations, including accreditation processes

- **Legal and Ethical Challenges:** Explore case studies to identify and address ethical dilemmas and legal risks in hospital operations
- **Risk Management Strategies:** Learn to assess, mitigate, and monitor risks to ensure patient and staff safety

Module 5: Patient Care and Experience

- **Boosting Patient Satisfaction:** Techniques for gathering and analysing patient feedback to improve services
- **Enhancing Care Quality:** Apply continuous quality improvement (CQI) models to clinical and administrative processes
- **Customer-Centric Approaches:** Understand how to design patient-focused workflows and services

Module 6: Technology and Innovation in Hospital Management

- **Leveraging Technology:** Explore tools like telemedicine, AI, and IoT to enhance hospital operations.
- **Electronic Health Records (EHRs):** Learn best practices for implementing and managing EHR systems
- **Fostering Innovation:** Strategies for encouraging a culture of innovation and adapting to technological advancements

Training Features

- **Duration:** 10 days
- **Format:** Interactive workshops and role-playing scenarios
- **Delivery Method:** Instructor led in-person
- **Certification:** Accredited Certificate in Hospital Leadership and Administration by



Benefits of the Training

- Gain actionable skills to lead healthcare organisations effectively
- Network with peers and industry experts
- Stay updated with the latest trends and technologies in hospital administration

EFFECTIVE AND EFFICIENT MANAGEMENT IN HEALTHCARE PRACTICE

Overview

Enhance operational efficiency and patient outcomes with this course tailored for healthcare professionals. Learn to streamline workflows, reduce inefficiencies, and implement effective changes using proven methodologies.

Who Should Attend?

- Healthcare managers and administrators
- Quality improvement professionals
- Clinical leaders

Key Learning Outcomes

- Learn process improvement principles
- Identify and resolve workflow inefficiencies
- Apply Quality Management tools and techniques
- Implement sustainable changes
- Measure and evaluate impact using KPIs

Course Highlights

Module 1: Ascertaining a Strategic Direction

- Envision and create the roadmap for success
- Identify and empower leadership capabilities that will impact all employees
- Teamwork development

Module 2: Problem Solving Tools including Process Improvement Techniques

- Stakeholder engagement strategies
- Identify problems common in healthcare provision
- Identify Quality tools and techniques to identify healthcare provision problems

Module 3: Workflow Analysis

- Mapping current processes
- Identifying bottlenecks and waste

Module 4: Tools for Optimisation

- Practical tools for Healthcare process management and improvement
- Application of relevant Quality tools and techniques in Healthcare process management
- Piloting and scaling improvements

Module 5: Measuring Impact

- Measuring and monitoring performance
- Continuous Improvement

Format & Certification

- **Duration:** 5 days
- **Method:** Instructor led in-person
- **Certification:** Certificate in Healthcare Process Improvement accredited by



HEALTHCARE POLICY AND ECONOMICS: COURSE OUTLINE

Overview

This course provides a comprehensive understanding of healthcare policies and economic principles that shape healthcare systems. Participants will explore policy frameworks, economic theories, and financial strategies essential for effective healthcare management and decision-making.

Course Objectives

- Understand the key principles of healthcare policy and economics.
- Analyse the impact of policy decisions on healthcare systems.
- Evaluate economic models and their application in healthcare.
- Develop strategies for cost-effective healthcare delivery.
- Explore global healthcare policies and their implications.

Who Should Attend

- Healthcare administrators and policymakers.
- Economists and financial analysts in healthcare.
- Public health professionals and consultants.
- Students pursuing careers in healthcare management and policy.

Course Highlights

Module 1: Introduction to Healthcare Policy and Economics

- Overview of healthcare policy and economic concepts.
- The role of government and stakeholders in healthcare policy.
- Historical perspectives and evolution of healthcare systems.

Module 2: Healthcare Policy Frameworks and Regulation

- National and international healthcare policies.
- Regulatory bodies and their impact on healthcare delivery.
- Policy analysis and decision-making processes.

Module 3: Economic Principles in Healthcare

- Supply and demand in healthcare services.
- Healthcare markets and competition.
- Economic evaluation techniques (cost-effectiveness, cost-benefit analysis).

Module 4: Healthcare Financing and Payment Systems

- Public and private healthcare financing models.
- Health insurance systems and reimbursement methods.
- Strategies for managing healthcare costs and financial sustainability.

Module 5: Equity and Access in Healthcare

- Social determinants of health and health disparities.
- Strategies for improving healthcare accessibility.
- Ethical considerations in healthcare policy.


Module 6: Global Health Policy and Comparative Systems

- Comparison of healthcare systems worldwide.
- The role of international organisations in health policy.
- Lessons from global health policy innovations.

Module 7: Future Trends and Challenges in Healthcare Policy and Economics

- The impact of technology and innovation on healthcare policy.
- Addressing ageing populations and chronic diseases.
- The future of healthcare financing and economic sustainability.

Course Format

- **Duration:** 10 days
- **Delivery Mode:** Hybrid (in-person & online sessions)
- **Assessment:** Research projects, case studies, and policy analysis exercises
- **Certification:** Certificate in Healthcare Policy and Economics by 

CLINICAL WORKFLOW OPTIMISATION: COURSE OUTLINE

Overview

This course is designed to equip healthcare professionals with the knowledge and skills needed to enhance clinical workflow efficiency. Participants will explore methodologies, tools, and best practices to improve patient care delivery, reduce inefficiencies, and optimise resource allocation.

Course Objectives

- Understand the principles of clinical workflow optimisation.
- Identify and address bottlenecks in healthcare processes.
- Implement process improvement methodologies to enhance efficiency.
- Utilise technology and data analytics for workflow enhancement.
- Develop strategies to improve patient experience and care quality.

Who Should Attend

- Healthcare administrators and managers.
- Clinicians and allied healthcare professionals.
- Health IT professionals and process improvement specialists.
- Students pursuing careers in healthcare management and efficiency.

Course Modules

Module 1: Introduction to Clinical Workflow Optimisation

- Definition and importance of workflow optimisation.
- Key components of an effective clinical workflow.
- Impact of inefficiencies on patient care and healthcare costs.

Module 2: Process Mapping and Bottleneck Identification

- Techniques for mapping clinical workflows.
- Identifying inefficiencies and areas for improvement.
- Strategies to enhance coordination and communication.

Module 3: Lean and Six Sigma in Clinical Workflow

- Overview of Lean and Six Sigma methodologies.
- Application of process improvement techniques in healthcare.
- Case studies of successful workflow enhancements.

Module 4: Technology and Digital Solutions

- Role of electronic health records (EHRs) and automation.
- Utilising data analytics to inform decision-making.
- Implementing telehealth and digital health innovations.

Module 5: Resource Allocation and Workforce Efficiency

- Strategies for effective staff scheduling and workload management.
- Enhancing interprofessional collaboration and communication.
- Optimising the use of medical equipment and facilities.

Module 6: Patient-Centred Workflow Optimisation

- Integrating patient feedback into workflow improvements.
- Strategies for reducing patient wait times and enhancing experience.
- Ensuring seamless transitions of care and discharge planning.

Module 7: Measuring Success and Continuous Improvement

- Key performance indicators (KPIs) for workflow assessment.
- Methods for tracking progress and sustaining improvements.
- Building a culture of continuous improvement in healthcare settings.

Course Format

- **Duration:** 10 weeks
- **Delivery Mode:** Hybrid (in-person & online sessions)
- **Assessment:** Case studies, practical exercises, and project work
- **Certification:** Certificate of Completion in Clinical Workflow Optimisation

Enrol Today

Enhance your expertise in clinical workflow optimisation and drive operational excellence in healthcare. Join this course to improve patient outcomes and organisational efficiency!