



Leading Excellence in Health-Care Management

PIK-1026 TH-BK-2



WESTMINSTER
BUSINESS COUNCIL

Place	: Bangkok	Venue	: Novotel Bangkok on Siam Square (392 44 Siam Square Soi 6, Pathum Wan, Khet Pathum Wan, Bangkok, 10330, THAILAND) - TBC		
Start Date	: 05-10-2026	End Date	: 16-10-2026	PPP	: £4950



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**If you can't train them,
you can't blame them!**

Short Description:

These intensive 2 weeks workshop is designed to equip health-care managers with the critical leadership operational and strategic skills needed to navigate today's complex healthcare environments. Participants will explore real-world challenges such as Patient Safety, Workforce Management, Digital Transformation and Regulatory Compliance while developing practical solutions that can be immediately applied in their organisations. Through a mix of interactive sessions, case-studies, group discussions and hands-on exercises, participants will strengthen their ability to lead high-performing teams, improve service delivery and drive innovation. The workshop emphasises a patient-centred approach, ensuring that operational excellence aligns with quality care outcomes and sustainable organisational performance.

Course Overview:

WORKSHOP OBJECTIVES

- Strengthen leadership and decision-making skills in healthcare settings.
- Improve understanding of healthcare systems, policies and regulations.
- Enhance operational efficiency and quality improvement practices.
- Develop strategies for managing teams and organisational change.
- Foster innovation and digital transformation in healthcare services.

TARGET AUDIENCE

- Hospital and clinic managers.
- Healthcare administrators and supervisors.
- Department heads (clinical and non-clinical).
- Nursing leaders and coordinators.
- Public health program managers.
- Healthcare system policymakers and planners.
- Emerging leaders in healthcare organisations.

Program Outline:

WORKSHOP CONTENT:

WEEK I: Foundations of Healthcare Management

DAY-1: Introduction to Healthcare Systems & Leadership

- Overview of Healthcare Systems and Structures
- Roles & Responsibilities of healthcare managers.
- Leadership styles in healthcare.
- Ethical decision-making in clinical environments.
- Current challenges in global healthcare.

DAY-2: Strategic Planning in Healthcare

- Vision, mission & goal setting.
- SWOT analysis in healthcare organisations.
- Strategic planning tools and frameworks.
- Aligning strategy with patient outcomes.
- Monitoring & evaluation of strategic plans.

DAY-3: Healthcare Quality & Patient Safety

- Principles of quality improvement.
- Patient safety frameworks & standards.
- Risk management in healthcare.
- Incident reporting & root-cause analysis.
- Building a culture of safety.

DAY-4: Healthcare Operations Management

- Patient flow & capacity management.
- Resource allocation & utilisation.
- Process mapping & workflow optimisation.
- Supply chain management in healthcare.
- Performance metrics and KPIs.

DAY-5: Healthcare Economics & Financial Management

- Basics of healthcare financing.
- Budgeting & cost-control.
- Financial decision-making.
- Cost-effectiveness analysis.
- Revenue streams & reimbursement models.

WEEK II: Advanced Skills & Innovation

DAY-6: HRM in Healthcare

- Workforce planning & staffing.
- Recruitment & retention strategies.
- Performance management systems.
- Conflict resolution & team dynamics.
- Staff well-being & burnout prevention.

DAY-7: Healthcare Policy & Regulation

- Understanding healthcare laws & regulations.
- Accreditation & compliance standards.
- Policy developments & implementation.
- Legal risks and accountability.
- Governance structures.

DAY-8: Digital Health & Innovation

- Introduction to digital health technologies.
- Electronic health records (EHR) systems.
- Telemedicine and remote care.
- Data-driven decision-making.
- Cybersecurity and data-privacy.

DAY-9: Change Management in Healthcare

- Leading organisational change.
- Change management models.
- Overcoming resistance to change.
- Communication strategies during transitions.
- Case examples of successful transformation.

DAY-10: Leadership Integration & Capstone

- Integrating leadership and management skills.
- Groups presentations and discussions.
- Reflection on learning outcomes.
- Action planning for workplace application.
- Workshop evaluation and closing.

CASE-STUDY:

Transforming Quality & Safety at “Virginia Mason Medical Centre”

In the early 2000s, Virginia Mason Medical Centre in Seattle (USA) faced significant operational and quality challenges. Despite being a respected institution, the hospital struggled with inefficiencies, patient safety concerns, rising costs & care-delivery. Leadership recognised that traditional healthcare management approaches were no longer sufficient to meet increasing patient expectations and regulatory pressures.

A critical turning point occurred after a tragic patient safety incident involving a chemotherapy overdose. This event deeply impacted the organisation and exposed systemic weaknesses in processes, communication and accountability. Rather than treating the incident as an isolated error, leadership chose to view it as a catalyst for transformation.

Inspired by the “Toyota Motor Corporation” production system, the hospital adopted what became known as the “Virginia Mason Production System – VMPS”. This approach focused on eliminating waste, improving workflows and placing the patient at the centre of all processes. The organisation introduced tools such as value stream mapping, standardised work procedures and continuous improvement (KAIZEN).

One of the most significant cultural shifts was empowering frontline staff to identify problems and stop processes when safety was at risk – something rarely practiced in healthcare at the time. Leadership also implemented daily

management systems, visual performance tracking and transparent reporting errors.

“Overtime Virginia Mason Medical Centre” achieved measurable improvements. Patient safety incidents declined, waiting times were reduced and staff engagement improved. Financial performance also stabilised due to reduced waste and increased efficiency. However, the transformation was not without challenges – staff resistance, training needs and sustainable long-term challenge required continuous leadership commitment.

Today, “Verginia Mason Medical Centre” is widely organised as a global benchmark for healthcare quality improvement and operational excellence, demonstrating how principles from other industries can be successful adapted to healthcare.

GROUPS QUESTIONS FOR DISCUSSIONS:

1. What were the key drivers that pushed “Verginia Mason Medical Centre” to transform its operations?
2. What strategies contributed most to the success of the VMPS (Verginia Mason Production System)?
3. What challenges might other healthcare organisations face when trying to replicate this model?