

DYNAMICS OF MANAGEMENT & LEADERSHIP IN HOSPITALS



GENTEX[®]
TRAINING CENTER



Introduction

Dynamics of Management & Leadership in Hospitals prepares managers to lead in an environment where clinical judgement, patient safety, and resource limits meet every day. Hospitals combine professional autonomy, shift work, and life-critical decisions, which makes ordinary management models insufficient. This Dynamics of Management & Leadership in Hospitals Training Course addresses those realities directly. Participants examine clinical governance, patient safety, quality improvement, multidisciplinary team leadership, and resource allocation. Furthermore, the course covers accreditation standards such as JCI and ISO 9001, along with incident reporting and patient experience management. It also addresses staff wellbeing and change during service redesign. As a result, participants leave able to lead hospital departments that are safe, efficient, and humane.

Dynamics of Management & Leadership in Hospitals Course Objectives

- Apply leadership and management practices suited to hospital settings.
- Lead clinical governance and accountability structures.
- Build patient safety culture using incident reporting and safety huddles.
- Apply quality improvement methods including PDCA, FOCUS-PDCA, and Lean healthcare.
- Lead multidisciplinary teams across clinical and non-clinical functions.
- Manage staffing, rosters, and shift-based workforce challenges.
- Apply accreditation standards including JCI and ISO 9001 requirements.
- Manage hospital resources, budgets, and capacity planning.
- Improve patient experience using journey mapping and service design.
- Lead change and staff wellbeing during service redesign.



Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops on live hospital management problems.
- Case studies from clinical, surgical, and emergency departments.
- Role-play of multidisciplinary team and incident conversations.
- Simulation of capacity and escalation decisions.
- Group work on quality improvement and safety projects.
- Action planning that converts each method into a departmental routine.

Who Should Take This Course

- Hospital department heads and clinical directors.
- Nursing managers and ward managers.
- Hospital operations and administration managers.
- Quality, safety, and accreditation officers.
- Healthcare project and program managers.
- Clinicians moving into management roles.

Dynamics of Management & Leadership in Hospitals

Course Outlines

Day 1: Foundations of Hospital Leadership

- Understanding hospital structures and clinical governance.
- Distinguishing leadership from clinical authority.
- Reviewing leadership styles with Goleman's six styles framework.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Applying situational leadership to clinical team readiness.
- Balancing clinical autonomy with organisational accountability.
- Assessing your department's leadership dynamics.
- Identifying management constraints in your unit.

Day 2: Clinical Governance and Patient Safety

- Building clinical governance structures and accountability.
- Applying patient safety principles and the Swiss cheese model.
- Encouraging incident reporting and near-miss reporting.
- Running safety huddles and morbidity reviews.
- Applying root cause analysis and the London Protocol.
- Understanding accreditation standards including JCI and ISO 9001.
- Designing a patient safety improvement action plan.

Day 3: Quality Improvement and Patient Experience

- Applying PDCA and FOCUS-PDCA to clinical processes.
- Using Lean healthcare to remove delays and waste.
- Applying Six Sigma basics to clinical variation.
- Measuring quality with clinical indicators and audit.
- Mapping the patient journey across departments.
- Improving communication with patients and families.
- Building a quality improvement project plan.

Day 4: Teams, Workforce, and Resource Management

- Leading multidisciplinary teams and managing professional boundaries.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Managing rosters, shifts, and staffing shortages.
- Handling performance and conduct issues among clinicians and staff.
- Managing capacity, patient flow, and bed occupancy.
- Budgeting and cost control in clinical departments.
- Reducing burnout and supporting staff wellbeing.
- Building a workforce and capacity plan.

Day 5: Change, Risk, and Crisis Leadership in Hospitals

- Leading service redesign and new care pathways.
- Applying Kotter's eight steps and ADKAR in clinical change.
- Managing clinical risk with risk registers and mitigation.
- Leading emergency response and major incident planning.
- Handling adverse events and disclosure conversations.
- Sustaining improvement through governance and audit cycles.
- Finalizing a personal hospital leadership action plan.

Conclusion

By successfully completing Dynamics of Management & Leadership in Hospitals, participants will have acquired practical knowledge of clinical governance, patient safety, quality improvement, multidisciplinary leadership, workforce and resource management, and change leadership. They will have gained skills in clinical governance and safety leadership, quality improvement management, multidisciplinary team leadership, and hospital change and risk leadership, plus a personal action plan. Gentex Training Center designed this program to help hospital leaders deliver safe, effective care.





FAQs

Q1 What is the "Dynamics of Management & Leadership in Hospitals" course about?

It develops management and leadership capability for hospital settings. Participants study clinical governance, patient safety, quality improvement, multidisciplinary leadership, workforce and capacity management, accreditation, and service change.

Q2 What are the key benefits of the "Dynamics of Management & Leadership in Hospitals" course?

Participants gain stronger safety culture, clearer accountability, and better use of clinical resources. Hospitals also see fewer avoidable incidents, shorter delays in patient flow, more engaged clinical teams, and smoother accreditation preparation.

Q3 What skills will I gain from the "Dynamics of Management & Leadership in Hospitals" course?

You will develop four core skills: clinical governance and patient safety leadership, quality improvement and patient experience management, multidisciplinary team and workforce management, and hospital change and risk leadership.



Q4 What tools, methods, or standards are covered in the "Dynamics of Management & Leadership in Hospitals" course?

The course covers clinical governance structures, the Swiss cheese model of safety, incident and near-miss reporting, safety huddles, root cause analysis and the London Protocol, PDCA and FOCUS-PDCA, Lean healthcare, Six Sigma basics, the JCI and ISO 9001 accreditation standards, clinical audit and indicators, capacity and patient flow management, and Kotter's eight steps with the ADKAR model.

Q5 How is the "Dynamics of Management & Leadership in Hospitals" course applied in real-world practice?

Participants apply the methods to live departmental tasks, such as running a safety huddle, investigating an incident, mapping a patient pathway, planning a roster under shortage, and leading a service redesign. Each module ends with an action commitment, so learning transfers directly into hospital management.