

Introduction

Effective patient flow and capacity management are essential to maintaining optimal operational efficiency and delivering high-quality care in healthcare facilities. This training course offers comprehensive insights into managing patient transitions, reducing delays, and optimizing resource utilization.

Participants will explore practical strategies for streamlining admissions, discharge planning, and interdepartmental coordination. The course integrates clinical and administrative perspectives to provide a holistic approach, emphasizing minimizing wait times, maximizing bed availability, and ensuring continuity of care.

Attendees will be introduced to data-driven tools and models to support decision-making and enhance system responsiveness. This program equips healthcare professionals with practical skills to meet growing demand and improve healthcare delivery performance.

Targeted Groups

This training is designed for professionals seeking specialized knowledge and skills in patient flow and capacity management, including:

- Hospital administrators and clinical operations managers
- Nursing supervisors and bed management teams
- Healthcare planners and logistics coordinators
- Emergency department and triage leaders
- Case managers and discharge planners
- Quality improvement and patient safety officers
- Physicians and senior clinical decision-makers
- Health IT system analysts involved in capacity tracking
- Public health officials managing system capacity
- Policy makers in healthcare systems

- Professionals overseeing care coordination and utilization

Course Objectives

Upon completing this course, participants will be able to:

- Identify key challenges in patient flow and resource utilization
- Analyze bottlenecks and inefficiencies using system data
- Apply workflow optimization tools in real-time hospital scenarios
- Design practical strategies to improve patient throughput
- Evaluate bed capacity and accurately predict demand
- Develop care coordination frameworks across departments
- Improve interdepartmental communication during transitions
- Use dashboards to monitor capacity and performance indicators
- Integrate evidence-based policies to reduce hospital stay lengths
- Demonstrate understanding of regulatory considerations in capacity management
- Develop protocols for managing patient surges and periods of high volume
- Measure the impact of flow management strategies on patient outcomes
- Enhance patient satisfaction through timely service delivery
- Design sustainable, scalable models for long-term efficiency

Targeted Competencies

Participants will gain competencies in:

- Assessing and prioritizing patient admissions
- Monitoring patient flow with real-time data dashboards
- Collaborating in multidisciplinary care coordination
- Optimizing discharge processes and patient transitions
- Implementing predictive capacity planning tools
- Applying lean process improvement in clinical settings

- Analyzing flow metrics and utilization trends
- Designing communication protocols between clinical units
- Managing patient surge scenarios with strategic interventions

Course Content

Unit 1: Foundations of Patient Flow and Capacity Management

- Definition of patient flow and capacity in hospital systems
- Impact of poor flow on care quality
- Industry benchmarks and performance standards
- Economic and operational costs of inefficiencies
- Flow coordination roles and responsibilities
- Relationship between clinical pathways and flow
- Regulatory compliance and reporting standards
- Patient segmentation and prioritization
- Common misalignments in patient journey planning

Unit 2: Hospital Throughput Optimization Techniques

- System-wide bed management strategies
- Criteria-led discharge planning
- Streamlining interdepartmental transfers
- Real-time location systems (RTLS) for bed tracking
- Identifying high-impact operational time zones
- Simulation models to predict demand
- Impact of early morning discharges
- Mapping ideal flow from emergency to inpatient units
- Reducing admission wait times using lean tools

Unit 3: Data-Driven Decision-Making for Flow Management

- Key performance indicators (KPIs) for patient flow
- Interpreting real-time data dashboards

- Trends in patient length of stay (LOS)
- Throughput measurement across departments
- Historical data for capacity forecasting
- Predictive analytics in healthcare logistics
- Model validation for seasonal surges and pandemics
- Role of artificial intelligence in decision-making
- Building integrated patient flow monitoring frameworks

Unit 4: Enhancing Communication and Coordination

- Care transition protocols
- Coordination among emergency, surgery, and inpatient units
- Multidisciplinary huddle systems
- Escalation procedures for capacity crises
- Training on standardized handoff tools (SBAR, I-PASS)
- Feedback loops between flow coordinators and clinicians
- Managing internal communications during peak periods
- Strengthening clinical and administrative relationships
- Aligning discharge planners and social services with flow teams

Unit 5: Strategic Planning and Surge Management

- Surge capacity frameworks
- Escalation policies for system overload
- Planning for seasonal and epidemic demand spikes
- ICU and emergency preparedness protocols
- Staffing and equipment allocation based on predictive demand
- Surge readiness drills and simulations
- Partnerships with external health systems for overflow
- Evaluation of contingency plans and real-life case studies
- Establishing long-term sustainability in capacity management

Final Insights & Key Takeaways

Efficient patient flow and capacity management are vital for delivering timely, high-quality healthcare. This course provides actionable strategies and tools to improve service delivery, enhance coordination, and

enable data-driven planning. Mastering these principles ensures healthcare facilities are prepared to meet current and future challenges.

Course Schedule & Fees

Location	Dates	Fee (Euro)
Cairo (Egypt)	06 - 10 Jul 2025	3500
New York (USA)	07 - 11 Jul 2025	7900
Washington (USA)	07 - 11 Jul 2025	7200
Rome (Italy)	14 - 18 Jul 2025	5900
Kuala Lumpur (Malaysia)	03 - 07 Aug 2025	4400
London (UK)	04 - 08 Aug 2025	5500
Dubai (UAE)	17 - 21 Aug 2025	4400
Istanbul (Turkey)	07 - 11 Sep 2025	4900
Geneva (Switzerland)	08 - 12 Sep 2025	6500
Amsterdam (Netherlands)	15 - 19 Sep 2025	5300
Amman (Jordan)	21 - 25 Sep 2025	3200
Online	28 Sep - 02 Oct 2025	1900
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For the full schedule and booking, please contact Mercury Training Center.

Contact Information

Mercury Training Center

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