

Management of Healthcare Organisations

Course Types: Short Course

Level: Advanced

Fees: \$2303

Funding: SkillsFuture Singapore (SSG)

Duration: 3 days

Venue: HMI Institute

Contact Details: Mr Dionysius Soh, 6370 7157, pcp@hmi.com.sg

Scan to Register: 

Synopsis

New entrants to the healthcare industry in Singapore find its intensity and complexity difficult to understand and navigate. Recent graduates and midcareer crossovers find it especially challenging to appreciate the sociocultural interactions of the various professional groups and nuances at the systems level (eg between the public, private and people sectors, and in government policies and financing). Managing these diverse stakeholders and delivering on the promise of good quality healthcare requires a broad array of knowledge and skills. Further, there are professional expectations of healthcare managers that require time, reflection and effort to develop.

Who Should Attend?

Professionals, managers and executives (PMEs) who are entering the healthcare industry as well as healthcare professionals who aspire to move into a management role.

Topics

- Finance & Economics
- Operations & Quality
- Informatics & Technology
- Marketing & Community
- Strategy & Entrepreneurship

Objective

A. Knowledge and Understanding (Theory Component)

By the end of this course, participants should be able to:

- **Strategy & Entrepreneurship.** Describe and support the strategic planning function within healthcare organisations, from initial mission and vision formulation, to business innovation, to strategy development and planning, to organisational alignment and execution.
- **Finance & Economics.** and operationally evaluate healthcare economic and financing considerations in the delivery of healthcare services in the context of an imperfect healthcare market economy (as a non-financial manager).
- **Operations & Quality.** Understand and optimise the operations of healthcare organisations, from procurement and supply chain management, to facility design and construction, to daily service delivery, to the measurement and monitoring of clinical quality, to customer feedback and satisfaction.
- **Informatics & Technology.** Analyse and collaborate with the data and information systems support of healthcare organisations (as a non-IT manager).
- **Marketing & Community.** Adopt and support the marketing and sales function within healthcare organisations, from needs assessment and market analysis, to product and service design and offerings, to the maintenance of healthcare relationships and communities.

B. Key Skills (Practical Component)

The curriculum focuses on the knowledge and skills that are required for effectiveness and efficiency to perform well as a healthcare manager (ie. how to do good healthcare management).

The curriculum aims to provide business and technology skills, which will be contextualised to the evolving healthcare industry.

Schedule

The sessions will be a combination of interactive lectures (with substantial participant engagement) based around succinct conceptual frameworks, followed by case study discussions to encourage and demonstrate concepts and thinking skills. Participants will be expected to actively share their experiences and learn collectively in class, and to work in groups and individually to complete assignments that deep-dive into specific aspects of healthcare management.

The anticipated programme is as follows:

Time	Agenda
Day 1	
09:00 - 09:30	Welcome & Introductions
09:30 - 10:45	Course Overview
10:45 - 11:00	Break
11:00 - 12:45	Strategy & Entrepreneurship
12:45 - 13:45	Lunch
13:45 - 15:30	Class Case Study Discussion
15:30 - 15:45	Break
15:45 - 17:30	Finance & Economics
Day 2	
09:00 - 10:45	Class Case Study Discussion
10:45 - 11:00	Break
11:00 - 12:45	Operations & Quality
12:45 - 13:45	Lunch
13:45 - 15:30	Class Case Study Discussion
15:30 - 15:45	Break
15:45 - 17:30	Assignments & Course Wrap
Day 3	
09:00 - 10:45	Class Case Study Discussion
10:45 - 11:00	Break
11:00 - 12:45	Marketing & Community
12:45 - 13:45	Lunch
13:45 - 15:30	Class Case Study Discussion
15:30 - 15:45	Break
15:45 - 17:30	Assignments & Course Wrap

Assessments

The three-day module is compact and intensive, and will be complemented by extensive readings and slower reflective assignments (that have to be submitted within one month from the date of the last day).

- Individual discursive essay on a healthcare management issue (1200-1500 words).
- Group case study writing (2500-3000 words, in groups of at least four participants).
- Personal reflection journal (1200-1500 words, excluding a required reading log).

Requirements

- Possess at least two years of working experience.
- Must attend at least 75% of the course.

Course Fee

	International Participants	S'poreans (aged below 40) and PRs	SkillsFuture Mid-Career Enhanced Subsidy ¹ (S'poreans aged 40 and above)	Workfare Training Support ² (S'poreans aged 35 and above, and earn ≤ \$2,000 per month)	Enhanced Training Support for SMEs ³
Full Course fee (A)	\$2303	\$2303	\$2303	\$2303	\$2303
SSG grant (70%) (B)	-	(\$1612.10)	(\$1612.10)	(\$1612.10)	(\$1612.10)
Nett course fee (A) - (B) = (C)	\$2303	\$690.90	\$690.90	\$690.90	\$690.90
7% GST on nett course fee (D)	\$161.21	\$48.36	\$48.36	\$48.36	\$48.36
Total nett course fee payable, including GST (C) + (D) = (E)	\$2464.21	\$739.26	\$739.26	\$739.26	\$739.26
Less additional funding if eligible under various schemes (F)	-	-	(\$460.60)	(\$575.75)	(\$460.60)
Total nett course fee payable, including GST, after additional funding from the various funding schemes (E) - (F) = (G)	\$2464.21	\$739.26	\$278.66	\$163.51	\$278.66

¹ **Mid-Career Enhanced Subsidy:** Singaporeans aged 40 and above may enjoy subsidies up to 90% of the course fees.

² **Workfare Training Support:** Singaporeans aged 35 and above (13 years and above for Persons with Disabilities) and earning not more than \$2,000 per month may enjoy subsidies up to 95% of the course fees.

³ **Enhanced Training Support for SMEs:** SME-sponsored employees (Singaporean Citizens and PRs) aged 21 and above may enjoy subsidies up to 90% of the course fees.