

ACCIDENT & EMERGENCY OPERATIONAL MANAGEMENT MASTERCLASS™

READINESS • TRIAGE • FLOW • ESCALATION

Build Responsive, Coordinated and High-Performing Emergency Services.



Assessment-Led Professional Development for Accident & Emergency Services Leaders, Managers & Professionals



Strengthen Systems. Empower Teams. Improve Outcomes.



16th-20th November, 2026
UGMC Simulation Center



Programme Overview

Managing Operations Where Demand, Urgency & Capacity Can Change Rapidly
Accident and emergency departments operate in one of the most demanding and unpredictable environments within healthcare. Patient volumes can change rapidly. Clinical urgency varies significantly. Resources must be continuously coordinated. Decisions affecting patient access, prioritisation, flow and escalation often need to be made quickly.

Effective emergency services therefore depend not only on clinical expertise, but also on strong operational management systems.

The Accident & Emergency Operational Management Masterclass™ develops practical operational management capability for healthcare professionals responsible for organising, coordinating, managing and improving accident and emergency services.

Why this Masterclass Matters

Emergency Care Requires Operational Readiness Every Day.
Emergency services operate under constantly changing conditions. Patient demand can rise quickly, clinical urgency varies, queues and crowding develop, and workforce, treatment capacity, diagnostics, equipment, medicines and critical resources must remain ready.

The more important question is:
WHEN DEMAND, URGENCY & CAPACITY CHANGE, CAN YOUR EMERGENCY SERVICE MAINTAIN OPERATIONAL CONTROL?

Consider Your Emergency Service.

Can patients be received, triaged and prioritised quickly as demand changes?

Can teams see queues, waiting, crowding and available capacity as pressure develops?

Are workforce and treatment capacity aligned with changing emergency demand?

Are diagnostics, equipment, medicines and critical resources ready when required?

Are flow constraints and operational pressures recognised and escalated early?

Can the service adapt rapidly without losing coordination, patient flow or operational control?

This is the Shift

From responding to emergency activity to maintaining operational readiness and control under pressure.

Emergency services perform effectively when triage, workforce, capacity, patient flow, diagnostics, critical resources, information and escalation work together as conditions change.

High-performing emergency services see pressure early, coordinate the response and escalate before operational control is lost. The question becomes: "Can we remain ready, coordinated and responsive as demand, urgency and capacity change?"

safety quality care
accident & emergency operations
patient first

Assessment-Led from the beginning 13 Core Domains

Understand Your Starting Point. Focus Your Learning.

The Masterclass uses Assessment-Led Learning. Participants begin by reflecting on their current knowledge, understanding and familiarity with important Accident & Emergency operational management capabilities.

This helps identify areas of stronger familiarity, learning and development gaps, and priority learning areas, providing a structured starting point for the Masterclass. The assessment supports professional learning and development and does not constitute an organisational diagnostic or institutional capability assessment.

Programme Objectives

Through the programme, participants develop greater understanding of how to:

- Strengthen emergency governance, accountability and operational planning.
- Improve workforce planning, deployment, shift coverage and emergency readiness.
- Strengthen patient arrival, registration, identification and emergency access.
- Improve triage, prioritisation, streaming and escalation.
- Strengthen queue, capacity and emergency patient-flow management.
- Improve emergency clinical operations and multidisciplinary coordination.
- Coordinate diagnostic, pharmacy, blood and emergency support services.
- Strengthen equipment, infrastructure and critical-resource readiness.
- Improve medicines, supplies, inventory and resource availability.
- Strengthen patient and family communication and experience.
- Use emergency operational intelligence to recognise demand, flow and pressure.
- Strengthen financial and operational resource management.
- Improve operational risk, patient safety, preparedness and continuous improvement.

The 13 Core Learning Domains provide an integrated view of Accident & Emergency Operational Management—connecting leadership, governance and workforce capability with emergency access, triage, prioritisation, patient streaming, capacity, patient flow and clinical operations.

The framework extends across diagnostic and emergency support, equipment and infrastructure, medicines and critical resources, patient experience, operational intelligence, financial stewardship, risk, patient safety and the care environment,

enabling professionals to understand how these interdependent systems must perform together to sustain readiness, responsiveness, flow and operational control under pressure.

Applied Learning Experience Emergency Pressure Simulation

From Assessment to High Performance

The Emergency Pressure Simulation challenges participants to apply learning, respond to changing conditions and coordinate systems to maintain emergency service performance.

OPERATIONAL MATURITY
Examine how developed, integrated and dependable the systems supporting emergency operations are.

OPERATIONAL READINESS
Test whether the people, capacity, equipment, medicines, diagnostics, information, critical resources and care environment are ready and functioning when required.

PROFESSIONAL CAPABILITY
Strengthen the ability to interpret pressure, coordinate operational dependencies, make informed decisions and escalate effectively as demand, urgency and capacity change.



ACCIDENT & EMERGENCY READINESS IS BUILT BEFORE THE MOMENT OF CRISIS.

Effective emergency care starts with the right people, systems and coordination in place—every time.

- Rapid Response
- Patient Safety
- Skilled People
- Critical Resources
- Efficient Systems
- Seamless Coordination



THE ASSESSMENT-LED LEARNING EXPERIENCE

From Your Starting Point to Focused Development

The programme connects assessment directly to professional learning, application and development priorities

- 01 - ASSESSMENT**
Establish a structured view of your current knowledge, understanding and familiarity across Accident & Emergency operational management.
- 02 - UNDERSTAND**
Interpret your starting point to identify areas of stronger capability, development gaps and priority learning needs.
- 03 - TEST READINESS**
Assess whether the workforce, capacity, equipment, medicines, diagnostics, information, resources and care environment are ready for effective emergency operations.
- 04 - LEARN & APPLY**
Engage with expert-led learning, emergency scenarios, practical frameworks, operational tools and the Emergency Pressure Simulation
- 05 - PRIORITISE**
Identify operational systems and professional capabilities requiring development to strengthen emergency performance.
- 06 - STRENGTHEN**
Translate assessment and applied learning into clear professional development priorities for stronger readiness, patient flow, escalation and operational control.

SIGNATURE APPLIED LEARNING EXPERIENCE

Participants work across the 13-domain Accident & Emergency framework to explore the relationship between assessment results, operational maturity, readiness gaps, patient flow and professional development priorities.

- Where emergency operations are now
- What greater operational maturity and readiness look like
- What systems and professional capabilities need to strengthen next

VALUE FOR PARTICIPANT

Learn to See Inpatient & Ward Services as One Connected Operating System.

- Participants gain:
 - A structured view of Accident & Emergency operations
 - Greater understanding of operational maturity, service readiness and emergency performance
 - Experience interpreting patient demand, triage, queues, capacity and flow
 - Greater ability to identify operational pressure, constraints, risks and escalation requirements.
 - Broader understanding of emergency operational coordination
 - Exposure to emergency dashboards, performance information and decision support.
 - Practical approaches to strengthening preparedness, responsiveness and timely escalation
 - A stronger strategic and operational perspective on emergency service performance
 - Advanced professional certification

VALUE FOR THE HEALTHCARE FACILITY

Healthcare organisations develop professionals better equipped to contribute to:

- Stronger Emergency Governance & Operational Coordination
- More Effective Triage, Prioritisation & Streaming
- Improved Patient Flow & Capacity Management
- Stronger Workforce & Critical-Resource Readiness
- Better Diagnostic & Emergency Support Coordination
- Earlier Recognition of Pressure, Risk & Escalation Requirements
- Greater Operational Intelligence & Performance Visibility
- Improved Preparedness, Resilience & Patient Safety
- Continuous Improvement
- Build the internal capability required to strengthen emergency operational maturity, maintain service readiness and sustain patient flow, responsiveness and operational control under pressure

WHO CAN ATTEND

FOR PROFESSIONALS RESPONSIBLE FOR EMERGENCY & URGENT CARE OPERATIONS

- 1. ACCIDENT & EMERGENCY MANAGERS
- 2. SENIOR EMERGENCY NURSES & SURVIVAL LEADERS
- 3. EMERGENCY PHYSICIANS & MEDICAL OFFICERS
- 4. TRIAGE, PATIENT FLOW & CAPACITY LEADS
- 5. EMERGENCY CLINICAL SUPERVISORS
- 6. HOSPITAL OPERATIONS & CLINICAL MANAGERS

APPLY NOW

BUILD YOUR REFERRAL MANAGEMENT & CARE COORDINATION CAPABILITY.

Strengthen your understanding of emergency demand, readiness, triage, patient flow, capacity and escalation through the Accident & Emergency Operational Management Masterclass

REGISTER ONLINE TODAY

Visit www.scnghana.org to register online.

Or Download the Masterclass Registration Form from www.scnghana.org, complete it and submit it online.

Date
16th -20th November, 2026 (5 days)

Venue
UGMC Simulation Centre

Early Registration: GHS 4,000
Standard Registration: GHS 4,500

- (Excluding Accommodation)
- Limited Places Available
- The programme fee includes:
 - Assessment-Led Training
 - Emergency Pressure Simulation & Applied Learning
 - Training Materials & Learning Resources
 - Accident & Emergency Operational Management Tools & Templates
 - Advanced Certificate in Accident & Emergency Operational Management
 - Membership of the Accident & Emergency Operational Management Community of Practice (CoP)

APPLY NOW

You Can Apply Now as an Individual Professional to Build Your Accident & Emergency Operational Management Capability
Develop the practical capability to strengthen emergency readiness, triage, patient flow, capacity management and operational control.

SPONSOR YOUR TEAM

Develop Professionals Who Can Strengthen Your Emergency Services
Nominate or sponsor professionals to strengthen emergency readiness, patient flow, operational coordination, escalation and service performance.



CONTACT

For programme enquiries, registration support, institutional nominations, accommodation assistance, or additional information, please reach out to us.

Call: 055 706 5552 | 055 706 5553

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complete the form, and submit it online via training@scnghana.org