

INPATIENT & WARD OPERATIONAL MANAGEMENT MASTERCLASS™

CAPACITY • FLOW • COORDINATION • DISCHARGE

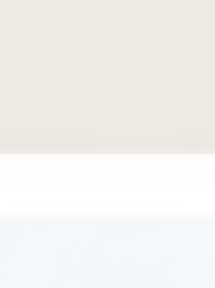
Strengthen Inpatient Operations.
Improve Patient Flow.
Build High-Performing Ward Services.



Assessment-Led Professional Development for Inpatient & Ward Services Leaders, Managers & Professionals



Strengthen Systems.
Empower Teams.
Improve Outcomes.



STRATEGIC
CLINICAL NETWORKS GHANA
Evidence. Insights. Transformation.

12th-16th October, 2026
School of Public Health,
University of Ghana, Legon



Programme Overview

Managing the Operational Systems Behind Inpatient Care

Inpatient and ward services are at the centre of continuous hospital care.

Every day, inpatient teams must coordinate:

Admissions • Bed Capacity • Patient Placement • Workforce • Clinical Workflows • Multidisciplinary Care • Diagnostics • Medicines • Equipment • Supplies • Patient Movement • Discharge • Ward Environment

These systems are highly interconnected.

When they work effectively together, they support reliable inpatient care, appropriate use of capacity, coordinated patient progression and safer transitions through the hospital.

When they do not, the effects can include admission delays, bed pressure, prolonged length of stay, discharge delays, fragmented care, inefficient resource use and increased operational and patient-safety risk.

The Inpatient & Ward Operational Management Masterclass™ develops practical operational management capability for healthcare professionals responsible for organising, coordinating and improving inpatient and ward services.

Why this Masterclass Matters

A hospital can have beds and still have a capacity problem. Admissions may be delayed, patient progression constrained, length of stay prolonged and discharge slowed—even when physical beds appear to be available.

The real question is not simply "How many beds do we have?" but "How effectively are we converting available beds into safe, usable and responsive inpatient capacity?" Effective capacity depends on how well workforce, patient placement, clinical workflows, diagnostics, medicines, support services and discharge processes work together around patient progression.

Consider Your Inpatient Service



Are available beds operational and appropriately supported?



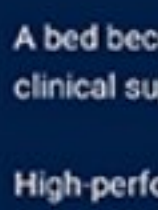
Can teams see capacity and occupancy when decisions need to be made?



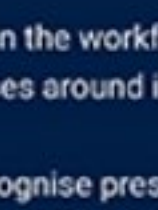
Are patients being placed appropriately and progressing without avoidable operational delay?



Are workforce and support services aligned with inpatient demand?



Are flow barriers identified and escalated early?



Does discharge planning begin early enough to support timely capacity release?

This is the Shift

From counting beds to managing effective capacity.

A bed becomes effective capacity when the workforce, patient flow, ward operations, clinical support and discharge processes around it are coordinated and ready.

High-performing inpatient services recognise pressure early, remove barriers to patient progression and return capacity to the system efficiently. The question becomes: "What is constraining patient progression—and preventing capacity from flowing?"

Assessment-Led from the beginning

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 inpatient and ward operational management capabilities. This helps

identify Areas of Stronger Familiarity Learning & Development Gaps Priority Learning Areas and provides a structured starting point for the Masterclass. The assessment supports professional learning and development. It does not

constitute an organisational diagnostic or institutional capability assessment. It helps the participant ask: "What do I currently understand about inpatient and ward operational management—and where should I develop?"

Programme Objectives

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

- Strengthen inpatient governance and operational accountability.
- Improve workforce planning, staffing and capability coordination.
- Strengthen admission, bed, occupancy and capacity management.
- Improve inpatient patient flow, internal transfers and care coordination.
- Strengthen ward clinical operations and daily workflow.
- Coordinate diagnostic and clinical support services.
- Improve equipment, infrastructure and asset readiness.
- Strengthen medicines, inventory and operational resource management.
- Improve discharge planning and coordination.
- Strengthen patient and family communication and experience.
- Use inpatient operational intelligence to support management decisions.
- Strengthen risk, patient safety and continuous improvement systems.
- Maintain a safe, functional and operationally ready ward environment.

13 Core Domains

The 13 Core Learning Domains provide

one integrated view of Inpatient & Ward Operational Management—connecting leadership, governance and workforce

capability with admissions, bed capacity, patient flow, ward operations and clinical support across the inpatient journey.

The framework extends across equipment, medicines, logistics, patient and family experience, operational intelligence, financial resources, patient safety, continuous improvement and

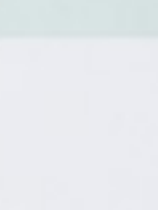
the healthcare environment, helping professionals understand how these interconnected systems must work together to convert beds into effective capacity, keep patients progressing, support timely discharge and strengthen overall inpatient performance.

Applied Learning Experience

Bed • Flow • Discharge Lab & Simulation

From Assessment to High Performance

The Lab combines applied learning and simulation to bring the inpatient operating system to life across three dimensions:



OPERATIONAL MATURITY
How developed, integrated and dependable are the systems supporting inpatient operations?



OPERATIONAL READINESS
Are the people, capacity, processes, resources, information and support systems in place and functioning when needed?



PROFESSIONAL CAPABILITY
Can professionals interpret operational conditions, coordinate dependencies and respond effectively as scenarios change?



INPATIENT & WARD READINESS IS BUILT BEFORE THE MOMENT OF CARE.

High-performing inpatient and ward services start with the right people, systems and coordination in place—every time.



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 inpatient and ward operational management.
- 02 - UNDERSTAND**
Interpret your starting point to recognise areas of stronger familiarity, development gaps and learning needs.
- 03 - TEST READINESS**
Explore whether the people, capacity, processes, resources, information and support systems required for effective inpatient operations are in place and functioning.
- 04 - LEARN & APPLY**
Engage with expert-led learning. Inpatient cases, practical frameworks, operational tools and Bed • Flow • Discharge simulation.
- 05 - PRIORITISE**
Identify the operational systems and professional capabilities requiring greater attention and development.
- 06 - STRENGTHEN**
Translate assessment and applied learning into clear professional development priorities for stronger inpatient and ward operational management.

SIGNATURE APPLIED LEARNING EXPERIENCE

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

- 1 Where inpatient and ward operations are now
- 2 What greater operational maturity and readiness look like
- 3 What systems and professional capabilities need to strengthen next

VALUE FOR PARTICIPANT

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

- A structured, whole-system view of inpatient and ward operations.
- Greater understanding of operational maturity, readiness and effective capacity.
- Experience interpreting bed, flow and discharge performance.
- Greater ability to recognise capacity constraints, flow barriers and operational gaps.
- Broader understanding of workforce, ward operations, clinical support and resource coordination.
- Exposure to operational intelligence, dashboards and decision support.
- Practical approaches to strengthening patient progression and discharge flow.
- A stronger strategic and operational management perspective.
- Advanced professional certification.

VALUE FOR THE HEALTHCARE FACILITY

Healthcare organisations develop professionals better equipped to contribute to:

- Stronger Inpatient Governance & Operational Coordination
- Better Bed, Capacity & Admission Management
- Improved Patient Flow & Progression
- Stronger Workforce & Resource Readiness
- More Coordinated Ward & Clinical Support Operations
- Earlier Identification of Flow Barriers & Operational Risk
- More Effective Discharge & Capacity Release
- Continuous Improvement

Build the internal capability required to strengthen inpatient operational maturity, maintain service readiness and improve capacity, patient flow and overall ward performance.

WHO CAN ATTEND

FOR PROFESSIONALS RESPONSIBLE FOR INPATIENT & WARD CARE OPERATIONS

1. INPATIENT & WARD MANAGERS
2. SENIOR WARD NURSES & NURSING LEADERS
3. PHYSICIANS & MEDICAL OFFICERS
4. BED, BUREAU MANAGERS
5. WARD CLINICAL SUPERVISORS

APPLY NOW

BUILD YOUR INPATIENT & WARD OPERATIONAL MANAGEMENT CAPABILITY.

Take the next step in strengthening your understanding of inpatient operations, effective capacity, patient flow, ward coordination and discharge performance through the Inpatient & Ward 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.

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

(Excluding Accommodation)
Limited Places Available
The programme fee includes:
• Assessment Led Training
• Bed • Flow • Discharge Lab & Simulation
• Training Materials & Learning Resources
• Inpatient & Ward Operational Management Tools & Templates
• Advanced Certificate in Inpatient & Ward Operational Management
• Membership of the SCN-Ghana Inpatient & Ward Operational Management Community of Practice (CoP)



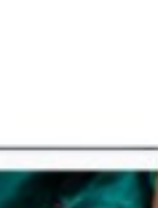
APPLY NOW
You Can Apply Now as an Individual Professional to Build Your Inpatient & Ward Operational Management Capability. Develop the practical capability to strengthen effective capacity, patient progression and high-performing inpatient services.



SPONSOR YOUR TEAM
Develop Professionals Who Can Strengthen Your Inpatient Services
Nominate or sponsor professionals to strengthen inpatient capacity, patient flow, ward coordination and discharge performance.



Date
12th - 16th October, 2026
(5 days)



Venue
School of Public Health,
University of Ghana,
Legon

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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