



OUTPATIENT OPERATIONAL MANAGEMENT MASTERCLASS™

Build Efficient, Responsive and High-Performing Outpatient Services.



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



STRATEGIC
CLINICAL NETWORKS GHANA
Evidence. Insights. Transformation.

7th-11th December, 2026
School of Public Health,
University of Ghana, Legon

Programme Overview

Managing the Operational Systems Behind the Outpatient Journey
Outpatient services are among the busiest and most visible areas of healthcare delivery. Every day, outpatient teams must coordinate: Patient Demand • Appointments • Registration • Patient Identification • Triage • Queues • Patient Flow • Clinical Services • Diagnostics • Workforce • Equipment • Resources • Information • Patient Experience
These systems are interconnected.

When they work effectively together, they support better access, smoother patient journeys, more coordinated service delivery and stronger operational performance. When they do not, the result can be long waiting times, congestion, fragmented patient journeys, inefficient use of resources and reduced service performance. The Outpatient Operational Management Masterclass™ develops practical operational management capability for healthcare professionals responsible for organising, coordinating and improving outpatient services.



Why this Masterclass Matters

Outpatient Care is More Than Seeing Patients in Consulting Rooms.
Every day, patients arrive. They register. They wait. They are assessed. Consultations take place. Diagnostics, pharmacy and other services are accessed. Patients are discharged, reviewed or referred.

But completing these activities does not necessarily mean the outpatient service is operating effectively. The more important question is:

WHAT HAPPENS TO THE PATIENT ACROSS THE COMPLETE OUTPATIENT JOURNEY?

Consider Your Emergency Service.

- Can patients access the right service at the right time?
- Are patients being registered, assessed and directed efficiently without avoidable delay?
- Are diagnostics, pharmacy and other support services enabling timely patient progression?
- Can teams see demand, queues, waiting times and available capacity when decisions need to be made?
- Are workforce and consultation capacity aligned with outpatient demand?
- Are delays, bottlenecks and flow barriers identified and addressed early?

This is the Shift

From processing outpatient visits to managing the complete outpatient journey.

An outpatient service performs effectively when access, demand, workforce, scheduling, patient flow, consultation capacity, diagnostics, pharmacy and support services are coordinated around the patient journey.

High-performing outpatient services anticipate demand, make flow visible and remove avoidable delays. The question becomes: "How effectively are patients moving through the service—from access and arrival to consultation, support services and completion of care?"

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 outpatient 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 operational management and leadership capability for clinicians responsible for outpatient services.
- Understand operational maturity and identify where outpatient systems require further development.
- Evaluate operational readiness and recognise conditions that may constrain service delivery.
- Use operational intelligence and performance information to support informed management decisions.
- Identify operational gaps and improvement priorities and apply practical approaches to address them.
- Improve patient flow, service performance and operational outcomes through continuous improvement.

13 Core Domains

The 13 Core Learning Domains provide an integrated view of Outpatient Operational Management—connecting leadership, governance and workforce capability with access, demand, appointments, scheduling, patient flow, consultation operations and clinical support across the outpatient journey.

The framework extends across equipment and infrastructure, medicines and resources, patient experience, operational intelligence, financial stewardship, risk, patient safety and the care environment, enabling professionals

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

Applied Learning Experience

Outpatient Patient Journey Lab & Simulation

From Assessment to High Performance
The Outpatient Patient Journey Lab™ & Simulation challenges participants to apply learning and co-ordinate systems to maintain effective outpatient performance.

- OPERATIONAL MATURITY** Examine how developed, integrated and dependable the systems supporting outpatient operations are.
- OPERATIONAL READINESS** Assess whether people, capacity, systems and resources are operationally ready when required.
- PROFESSIONAL CAPABILITY** Strengthen ability to manage demand, flow and operational pressures as outpatient conditions change.

A BUSY OPD IS NOT NECESSARILY A MATURE OPD.



OPD READINESS IS BUILT BEFORE THE MOMENT OF CARE.

Effective outpatient services start with the right people, systems and coordination in place—every time.

- People
- Access
- Capacity
- Information
- Coordination
- Environment



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 outpatient 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, processes, resources, information, support services and care environment are ready for effective outpatient operations.
- 04 - LEARN & APPLY**
Engage with expert-led learning, outpatient scenarios, practical frameworks, operational tools and the Outpatient Patient Journey Lab & Simulation.
- 05 - PRIORITISE**
Identify operational systems and professional capabilities requiring development to strengthen outpatient performance.
- 06 - STRENGTHEN**
Translate assessment and applied learning into clear professional development priorities for stronger readiness, patient flow and outpatient performance.

SIGNATURE APPLIED LEARNING EXPERIENCE

Participants work across the 13-domain Outpatient Operational Management framework to explore the relationship between assessment results, operational maturity, readiness gaps, outpatient performance and professional development priorities.

- Where outpatient 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 outpatient operations and the complete patient journey.
 - Greater understanding of operational maturity, service readiness and outpatient performance.
 - Experience interpreting demand, capacity, waiting and patient flow.
 - Greater ability to identify operational pressures, bottlenecks and priorities.
 - Broad understanding of workforce, service and resource coordination.
 - Exposure to operational intelligence, performance information and decision support.
 - Practical approaches to strengthening access, flow, readiness and service performance.
 - A stronger operational management and leadership perspective.
 - Advanced professional certification.

VALUE FOR THE HEALTHCARE FACILITY

Healthcare organisations develop professionals better equipped to contribute to:

- Stronger Outpatient Leadership & Operational Coordination
- Better Demand, Capacity & Access Management
- Improved Patient Flow & Waiting-Time Management
- Stronger Workforce & Operational Readiness
- Better Coordination Across Outpatient & Support Services
- Earlier Recognition of Bottlenecks & Operational Pressure
- Greater Operational Intelligence & Performance Visibility
- Stronger Service Improvement & Operational Performance
- Continuous Improvement
- Build the internal capability required to strengthen outpatient operational maturity, maintain service readiness and improve access, patient flow and overall service performance.

WHO CAN ATTEND

FOR PROFESSIONALS RESPONSIBLE FOR OUTPATIENT & AMBULATORY CARE OPERATIONS

- 1. OPD & OUTPATIENT DEPARTMENT MANAGERS
- 2. SENIOR OPD NURSES & NURSING LEADERS
- 3. PHYSICIANS & MEDICAL OFFICERS
- 4. APPOINTMENT, PATIENT FLOW & CAPACITY LEADS
- 5. OPD CLINICAL SUPERVISORS
- 6. HOSPITAL OPERATIONS & OUTPATIENT SERVICES 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.scnghan.org to register online.

OR Download the Masterclass Registration Form from www.scnghan.org, complete it and submit it online.

Date
7th - 11th December, 2026
(5 days)

Venue
School of Public Health,
University of Ghana,
Legon

Early Registration: GH\$ 4,000
Standard Registration: GH\$ 4,500

(Excluding Accommodation)
Limited Places Available
The programme fee includes:

- Assessment-Led Training
- Outpatient Patient Journey Lab & Simulation
- Training Materials & Learning Resources
- Outpatient Operational Management Tools & Templates
- Advanced Certificate in Outpatient Operational Management
- Membership of the Outpatient Operational Management Community of Practice (CoP)

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

WhatsApp: 055 706 5552



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www.training.scnghan.org

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