

Patient Flow and Outpatient Department Management

Healthcare Management

Course Overview

Patient Flow and Outpatient Department Management: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live...

What You Will Achieve

- Explain the core principles and current good practice in Patient Flow and Outpatient Department Management
- Apply practical tools and techniques for Patient Flow and Outpatient Department Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Patient Flow and Outpatient Department Management in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of Patient Flow and Outpatient Department Management: principles, terminology and context
2. The business case: why Patient Flow and Outpatient Department Management matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
14 to 18 Sep 2026	Durban	\$1,550
28 Sep to 2 Oct 2026	Accra	\$1,450
12 to 16 Oct 2026	Online	\$800
26 to 30 Oct 2026	Johannesburg	\$1,395

9 to 13 Nov 2026	Lagos	\$1,450
23 to 27 Nov 2026	Pretoria	\$1,395
7 to 11 Dec 2026	Harare	\$1,650

LTC Consultants

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.