Smart Hospital Administration Training Course: Automation, Data and Oversight

17 – 21 October 2027
Kuala Lumpur

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Programme Summary

Smart hospital administration is the subject of this one-week training course for hospital directors and heads of operations, finance and strategy, ending in an automation and oversight plan for one hospital function. Non-clinical leaders are asked to approve automation and AI projects without a shared way to judge them. The programme builds a method for choosing processes, checking data, comparing suppliers, managing staff change and measuring results, applied to the participant's own organisation. Mars Training Centre UK delivers this smart hospital administration programme to mixed-organisation cohorts.

The Business Case

Hospitals receive many offers of automation and AI for scheduling, billing, supply, records and reporting. Without a common test, leaders fund tools that do not fit the process, rest on weak data or leave staff unprepared. A structured approach lets the executive team compare proposals, stop weak ones early and show the board what each approved project delivers.

- Rework and Delay: Fall as processes are tested for suitability before any tool is bought.
- Project Spend: Becomes easier to defend as proposals are scored on one evaluation matrix.
- Staff Confidence: Rises as role changes are analysed and explained before launch.

Principles and Evidence Base

- WHO guidance on the ethics and governance of artificial intelligence for health: Session 4 applies its six guiding principles to review each proposed tool for autonomy, safety, transparency, accountability, equity and sustainability.
- Process suitability analysis: Session 1 sorts hospital tasks by volume, variation and rule content to show where automation fits.
- Total cost of ownership: Session 3 uses this economic principle to compare suppliers on running cost, integration and support, not only on purchase price.

Intended Participants

- Executives who approve technology and automation spending across hospital departments.
- Operations leaders who own scheduling, admissions, logistics and facilities processes.
- Finance leaders who own billing, claims, procurement and budget control.
- Strategy and transformation leaders who prepare the digital roadmap.
- Quality and risk leaders who set the rules for tool use.

Typical settings include public and private hospitals, clinic groups, health insurers and ministries of health.

Learning Outcomes

1. Participants will be able to prioritise hospital processes for automation using a suitability grid.
2. Participants will be able to diagnose data gaps that would stop an automated process from working.
3. Participants will be able to evaluate competing suppliers against a weighted matrix and a total cost view.
4. Participants will be able to construct a role impact analysis and a change plan for affected staff.
5. Participants will be able to justify an oversight register that assigns accountability for each AI tool.
6. Participants will be able to design a benefit tracking dashboard that the board can review.

Programme Structure

Day 1: Smart Hospital Administration and Automation Candidates

Which hospital processes suit automation or AI, and which do not?

- Process Inventory Template
- Task Suitability Grid
- Volume and Variation Analysis
- Back-Office Patient Journey Map
- Candidate Shortlist Scorecard

Day 2: Data Readiness

Is the available data fit for automated work?

- Data Source Register
- Data Quality Checklist
- Healthcare Data Governance Roles
- Systems Interoperability Gap Review
- Data Protection Screening Sheet

Day 3: Solutions and Suppliers

How are tools and suppliers compared on a fair basis?

- Requirement Specification Sheet
- Supplier Evaluation Matrix
- Pilot Design Brief
- Integration and Support Checklist
- Total Cost of Ownership Model

Day 4: Staff Change, Oversight and Benefits

How are people, risk and results managed once a tool is live?

- Role Impact Analysis
- Change Readiness Survey
- WHO Six Principles Review
- Tool Oversight Register
- Benefit Tracking Dashboard

Day 5: Applying the Tools to One Hospital Function

Do the selection, data, supplier and oversight tools form one working plan?

- Applying the Session 1 Task Suitability Grid
- Using the Session 2 Data Quality Checklist
- Checking the Session 3 Supplier Evaluation Matrix
- Running the Session 4 Tool Oversight Register
- Completing the Automation and Oversight Plan

Methodology

The programme uses a structured exercise method built on anonymised process maps, supplier proposals and oversight registers from hospital, insurance and public health settings. Participants work in small teams on a shared hospital case, challenge each other's scoring and receive written facilitator feedback on each tool they produce.

- Suggested activity: Scoring ten hospital tasks on a suitability grid and defending the shortlist.
- Suggested activity: Comparing three supplier proposals on one matrix and ranking them by total cost.
- Suggested activity: Drafting an oversight entry for an AI scheduling tool and naming its owner.

Capstone Output

Each participant completes an automation and oversight plan for one hospital function. It holds a ranked process shortlist, a data readiness note, a supplier comparison, a staff change outline, an oversight entry and a benefit tracking dashboard. The plan is used at work to brief the executive team and to set the first pilot.

Frequently Asked Questions

Is smart hospital administration suitable for leaders with no technical background?

Yes. The smart hospital administration programme is written for non-clinical leaders and assumes no technical skill, only familiarity with hospital operations, budgets or planning.

Which models does smart hospital administration rest on?

Smart hospital administration here rests on the WHO guidance on ethics and governance of artificial intelligence for health, process suitability analysis and total cost of ownership.

How is the plan from smart hospital administration used at work?

You use the automation and oversight plan to brief your executive team, choose a first pilot, set accountability for each tool and report benefits to the board.

How does smart hospital administration differ from a general automation programme?

Smart hospital administration deals with hospital processes, health data and tool oversight for non-clinical leaders, while a general automation programme covers office workflows in any sector.