Garnet
Garnet Global Training Center

GGT-HC-123

Healthcare & Hospital Management

Outpatient Clinic Management

إدارة العيادات الخارجية

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

Outpatient Clinic Management equips managers and specialists to plan, organise and control this area of work, set targets and measure results. Management, quality and safety programs for hospitals, clinics and health authorities. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Set up and run Outpatient Clinic Management as a managed process with clear roles.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.

Who should attend

Hospital managers, nurse leaders, quality and patient safety officers, health administrators. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Patient safety and clinical risk
- Accreditation standards
- Health finance and revenue cycle
- Clinical governance
- Health information and digital health
- Patient experience

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Outpatient Clinic Management: the management framework

- Clinical governance
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Health information and digital health
- Patient experience

Day 3 Performance measurement and control

- Patient safety and clinical risk
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Accreditation standards
- Measurement and reporting

Day 5 Management case study and action plan

- Health finance and revenue cycle
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Outpatient Clinic Management: the management framework

- Clinical governance
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Health information and digital health
- Patient experience

Day 3 Performance measurement and control

- Patient safety and clinical risk
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Accreditation standards
- Measurement and reporting

Day 5 Management case study and action plan

- Health finance and revenue cycle
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Regional and international case studies

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
4–15 Jan 2027	10-day classroom	Vienna	English	8,950
15–19 Feb 2027	5-day online	Live online	English	2,950
13–17 Jun 2027	5-day classroom	Jeddah	Arabic	4,750
20–24 Sep 2027	5-day classroom	Dubai	Arabic	4,750
17–21 Jan 2028	5-day classroom	Dubai	Arabic	4,750
12–16 Jun 2028	5-day classroom	Paris	English	4,750
16–27 Oct 2028	10-day classroom	Abu Dhabi	English	8,950
18–29 Dec 2028	10-day online	Live online	English	5,450
15–19 Jan 2029	5-day classroom	Abu Dhabi	English	4,750

Dates	Format	City	Language	Fee (USD)
12–16 Mar 2029	5-day online	Live online	Arabic	2,950
8–12 Apr 2029	5-day classroom	Jeddah	Arabic	4,750
13–24 May 2029	10-day classroom	Kuwait City	Arabic	8,950
7–18 Jan 2030	10-day classroom	Geneva	English	8,950
18–22 Feb 2030	5-day classroom	Paris	English	4,750
6–17 May 2030	10-day online	Live online	Arabic	5,450
16–20 Dec 2030	5-day classroom	Dubai	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/