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COURSE BROCHURE

# AI and Automation Awareness for Healthcare Leaders Training Course

3 – 7 October 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

# AI and Automation Awareness for Healthcare Leaders Training Course

**Ref:** 78_1961 **Date:** 3 – 7 October 2027 **Location:** Kuala Lumpur **Fees:** 4900 GBP

AI and Automation Awareness for Healthcare Leaders is a 1-week training course for non-clinical healthcare leaders, hospital administrators and operations and finance managers, who leave with an automation opportunity map for their organisation. Rising demand, tight budgets and staff shortages push hospitals to automate the back office first. Jupiter Prime Training runs this course on AI and automation awareness for healthcare leaders for those who run hospital operations.

## Why AI and Automation Awareness for Healthcare Leaders Matters Now

Three forces shape AI and automation awareness for healthcare leaders today: waiting lists and bed pressure that make every lost slot and delayed discharge costly, scarce billing staff spending hours on repetitive keying, and payers who reject claims for small coding or eligibility errors. Organisations that automate with care free capacity and recover revenue; those that automate blindly lock broken processes into software and lose staff trust. Examples come from acute hospitals and diagnostic laboratory networks. Oversight rests on ISO/IEC 42001 for AI management systems and the NIST AI Risk Management Framework AI RMF.

## Who Gains Most from AI and Automation Awareness for Healthcare Leaders

- Hospital administrators accountable for admissions, outpatient bookings and front-desk services
- Operations managers who run bed management, theatre lists and discharge coordination
- Finance and revenue cycle managers responsible for coding, claims, denials and collections
- Supply chain and procurement managers who handle stock, pharmacy orders and suppliers

The strongest gain comes when an administrator, a finance manager and an operations manager from one hospital group attend together.

## AI and Automation Awareness for Healthcare Leaders Capabilities

Participants learn which back-office processes suit software robots, which suit prediction models and which need redesign first.

- Assess appointment scheduling and no-show prediction tools — outpatient service managers
- Weigh robotic process automation for claims, eligibility checks and denials — revenue cycle directors
- Apply patient flow forecasting to bed, theatre and discharge decisions — hospital operations boards
- Specify demand forecasting for consumables and pharmacy stock — supply chain committees
- Design oversight, data access and staff communication for each automation — executive sponsors
- Build a ranked map of automation candidates — hospital leadership

## Key AI and Automation Awareness for Healthcare Leaders Terms

- Robotic Process Automation — software robots that repeat rule-based screen steps, such as entering claims or checking insurance eligibility.
- Revenue Cycle — the administrative chain from patient registration and coding to claim submission, denial handling and payment collection.
- Patient Flow — the movement of patients through admission, beds, theatres and discharge.
- No-Show Prediction — a model that estimates which booked patients will likely miss appointments.
- Process Mining — reading system event logs to reveal how a process really runs, including delays and rework.
- Human in the Loop — a design in which staff confirm or correct automated outputs before they affect patients or payments.

## AI and Automation Awareness for Healthcare Leaders Day by Day

## Day 1: The Hospital Back Office Through an Automation Lens

- Rules-Based Automation Versus Machine Learning — Matching Tool to Task
- Hospital Administrative Cost and Capacity Pressures — Where Automation Helps
- Process Mining of Admission and Billing Event Logs — Bottleneck Discovery
- Electronic Health Record and Enterprise Resource Planning Interfaces — Integration Limits
- Automation Readiness Checklist for Non-Clinical Processes — Candidate Screening

## Day 2: Scheduling and Patient Flow

- Outpatient Appointment Scheduling Optimisation — Clinic Template Decisions
- No-Show Prediction and Overbooking Rules — Slot Reallocation Choices
- Bed Demand and Admission Forecasting — Escalation and Staffing Plans
- Theatre List Optimisation — Session Use and Cancellation Reduction
- Discharge Planning Dashboards — Length of Stay Conversations

## Day 3: Revenue Cycle and Supply Chain

- Robotic Process Automation for Claims and Eligibility Checks — Bot Selection
- Coding Assistance and Claim Scrubbing Tools — Denial Prevention
- Denial Prediction and Work Queue Prioritisation — Collections Focus
- Consumables and Pharmacy Demand Forecasting — Reorder Point Settings
- Invoice Matching and Accounts Payable Bots — Supplier Payment Accuracy

## Day 4: Oversight and Change Leadership

- Bot and Model Inventory With Named Owners — Accountability Decisions
- Patient Data Access Rules for Automation Accounts — Privacy Safeguards
- ISO/IEC 42001 and NIST AI RMF Controls — Hospital Automation Oversight
- Staff Role Redesign and Communication Plans — Workforce Acceptance
- Benefit Tracking for Capacity, Cash and Staff Hours — Scale-Up Decisions

## Day 5: Practising the Automation Opportunity Map

- Process Inventory Across Administration, Finance and Operations — Applying Process Mining
- Scheduling and Patient Flow Candidates — Applying Forecasting Methods
- Revenue Cycle and Supply Chain Candidates — Applying Bot Selection
- Ownership, Safeguards and Staff Impact per Candidate — Applying Oversight Controls
- Automation Opportunity Map — Ranking and Presentation to Hospital Leadership

## Applying AI and Automation Awareness for Healthcare Leaders After the Course

- Pull one month of claim denial reasons and mark which could be caught by an eligibility or scrubbing bot
- Run a no-show analysis for one busy clinic and test a reminder or overbooking rule with its manager

## AI and Automation Awareness for Healthcare Leaders Questions FAQ

### What is AI and automation awareness for healthcare leaders and why does it matter now?

AI and automation awareness for healthcare leaders means knowing where software robots and prediction models fit in scheduling, patient flow, billing and supply. It matters now because hospitals face rising demand with scarce administrative staff.

### Which roles gain most from AI and automation awareness for healthcare leaders training?

Hospital administrators, operations managers, finance and revenue cycle managers and supply chain managers gain most. They own the processes automation changes first.

## How does AI and automation awareness for healthcare leaders training differ from a clinical AI course?

It stays outside diagnosis and treatment. You work with bookings, beds, claims, invoices and stock rather than clinical models, so no medical or data science background is needed.

## What do you bring back from AI and automation awareness for healthcare leaders training?

You bring back a ranked map of automation candidates for your organisation, each with its owner, benefit, effort, safeguards and staff impact.

## AI and Automation Awareness for Healthcare Leaders: The Way Forward

The automation opportunity map first informs which single process the hospital automates for a trial, such as eligibility checks or appointment reminders. Administrators, finance and operations managers use it to agree owners and safeguards. After the first trial reports staff hours, cash and patient waits, revisit the staff impact column, since acceptance decides how far automation can spread.