



Emergency Medical Services Management Masterclass

Healthcare & Hospital Management

QGT-HCM-145 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Emergency Medical Services Management Masterclass is a senior-level masterclass on strategy and performance in Emergency Medical Services Management. It covers the principles, the requirements of JCI standards, WHO guidance and ISO 15189, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Emergency Medical Services Management
- Apply the relevant requirements of JCI standards, WHO guidance and ISO 15189
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for hospital managers, quality coordinators, clinical leaders and healthcare administrators in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Emergency Medical Services Management

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
1–5 Feb 2027	Lagos	Classroom	5 days	\$5,500
22 Feb – 5 Mar 2027	Lisbon	Classroom	10 days	\$9,900
28 Feb – 4 Mar 2027	Cairo	Classroom	5 days	\$5,500
30 Aug – 10 Sep 2027	Singapore	Classroom	10 days	\$9,900
8–12 Nov 2027	Online (live)	Online (live)	5 days	\$3,000
24–28 Jan 2028	Marrakech	Classroom	5 days	\$5,500
22 May – 2 Jun 2028	Dubai	Classroom	10 days	\$9,900
26–30 Jun 2028	Singapore	Classroom	5 days	\$5,500
18–29 Sep 2028	Sharjah	Classroom	10 days	\$9,900
6–10 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
9–13 Apr 2029	Marrakech	Classroom	5 days	\$5,500
7–18 May 2029	Vienna	Classroom	10 days	\$9,900
10–14 Jun 2029	Dammam	Classroom	5 days	\$5,500
23 Jul – 3 Aug 2029	Lagos	Classroom	10 days	\$9,900
10–14 Sep 2029	Online (live)	Online (live)	5 days	\$3,000
24–28 Mar 2030	Alexandria	Classroom	5 days	\$5,500
1–12 Apr 2030	Nairobi	Classroom	10 days	\$9,900
8–12 Apr 2030	Lisbon	Classroom	5 days	\$5,500
22 Apr – 3 May 2030	Houston	Classroom	10 days	\$9,900
11–15 Nov 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/emergency-medical-services-management-masterclass/>

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