Advanced Healthcare Governance and Clinical Risk Management Training Course



27 - 31 Dec 2026

Amman

3800 € (Per Person)

Ref: #GRC3738_244041

Course Introduction / Overview:

This comprehensive training course provides an in-depth exploration of the critical intersection between healthcare governance and clinical risk management. In today's complex healthcare landscape, a robust governance framework is the bedrock of patient safety and organizational excellence. This program is meticulously designed to equip healthcare professionals with the strategic knowledge and practical tools to build and sustain high-reliability organizations. We will delve into the principles articulated by healthcare quality pioneers like Avedis Donabedian, whose model of structure, process, and outcome remains fundamental to quality assurance. Participants will move beyond theoretical concepts to master the application of risk management strategies, from proactive risk assessment to effective incident investigation, as detailed in seminal works like "To Err is Human: Building a Safer Health System". BIG BEN Training Center has developed this course to bridge the gap between policy and practice, fostering a culture where quality improvement and patient safety are embedded in every operational aspect. This course is an essential journey for any professional dedicated to minimizing harm, enhancing clinical outcomes, and ensuring accountability across all levels of a healthcare organization.

Target Audience / This training course is suitable for:

- Healthcare Executives and Board Members.
- Clinical Directors and Heads of Departments.
- Quality Assurance and Improvement Managers.
- Patient Safety Officers and Coordinators.
- Clinical Risk Managers and Analysts.
- Senior Physicians and Consultants.
- Nursing Leaders and Matrons.
- Hospital Administrators and Operations Managers.
- Healthcare Legal and Compliance Officers.
- Public Health Officials and Policymakers.

Target Sectors and Industries:

- Hospitals and Acute Care Facilities.
- Primary Care Clinics and Medical Centers.
- Specialized Medical Practices.
- Long-Term Care and Rehabilitation Centers.
- Mental Health Institutions.
- Ambulatory Surgery Centers.
- Home Healthcare Agencies.
- Health Insurance and Payer Organizations.
- Governmental Health Ministries and Regulatory Bodies.
- Medical Research and Academic Institutions.

Target Organizations Departments:

- Executive Leadership and Administration.
- Clinical Governance and Quality Assurance.
- Risk Management and Patient Safety.
- Medical and Clinical Services Departments.
- Nursing and Midwifery Departments.
- Legal and Compliance.
- Operations and Facilities Management.
- Human Resources and Credentialing.
- Information Technology and Health Informatics.
- Pharmacy and Therapeutics Committees.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a comprehensive clinical governance framework.
- Master proactive risk identification and assessment techniques in clinical settings.
- Conduct effective root cause analysis (RCA) for adverse events and near misses.
- Design and manage robust incident reporting and learning systems.
- Integrate quality improvement methodologies into daily clinical practice.
- Champion a "Just Culture" to encourage open communication and reporting.
- Understand the legal and ethical dimensions of clinical risk management.
- Utilize data and clinical audits to drive performance and enhance patient outcomes.
- Align departmental objectives with organizational patient safety goals.
- Lead initiatives to build a high-reliability healthcare organization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We believe that adult learning is most effective when it connects theory to real-world application. This course moves beyond traditional lectures to create a dynamic learning environment. Participants will engage in a series of in-depth case studies based on actual clinical scenarios, allowing them to analyze complex problems and develop viable solutions in a controlled setting. Interactive group discussions and workshops will facilitate peer-to-peer learning and the sharing of diverse experiences and perspectives. Role-playing exercises will be utilized to practice sensitive skills such as communicating adverse outcomes to patients and families. Practical sessions will focus on the application of key risk management tools like Failure Mode and Effects Analysis (FMEA) and root cause analysis. Our expert facilitators foster a collaborative atmosphere, providing continuous feedback and guiding participants as they build the confidence and competence to implement these strategies within their own organizations. The emphasis is on experiential learning to ensure that skills are not just learned, but mastered.

Course Agenda (Course Units):

Unit One Foundations of Clinical Governance

- The principles and pillars of clinical governance.
- The relationship between corporate and clinical governance.
- International frameworks and regulatory requirements.
- The role of leadership and accountability in governance.
- Establishing a positive patient safety culture.
- Key performance indicators for clinical governance.
- The patient and public involvement in governance structures.

Unit Two Proactive Clinical Risk Management

- Principles of risk management in a healthcare context.
- Risk identification techniques and tools.
- Conducting a comprehensive clinical risk assessment.
- Failure Mode and Effects Analysis (FMEA) in practice.
- Developing and maintaining a risk register.
- Strategies for risk mitigation and control.
- Building a proactive, risk-aware culture across the organization.

Unit Three Reactive Risk Management and Incident Investigation

- Developing effective incident reporting systems.
- Classifying and grading incidents, near misses, and adverse events.
- The principles of Root Cause Analysis (RCA).
- Conducting a thorough investigation and witness interviews.
- Managing sentinel events and serious incidents.
- Learning from complaints and patient feedback.
- Communicating and disclosing adverse events to patients and families.

Unit Four Quality Improvement and Patient Safety Science

- The science of quality improvement in healthcare.
- Utilizing clinical audits and feedback for improvement.
- Introduction to quality improvement models (e.g., PDSA cycles).
- Measuring and monitoring patient safety metrics.
- Implementing evidence-based practice and clinical guidelines.
- Understanding human factors and systems thinking in patient safety.
- Fostering a "Just Culture" versus a blame culture.

Unit Five Leadership, Ethics, and High-Reliability Healthcare

- The role of the board and executive team in patient safety.
- Ethical considerations and dilemmas in clinical risk.
- Legal aspects of medical errors and negligence.
- Developing effective patient safety policies and procedures.
- Principles of High-Reliability Organizations (HROs).
- Strategies for creating a sustainable culture of safety.
- Developing a personal action plan for leading change.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of increasing healthcare complexity and limited resources, how can organizations balance the financial pressures of efficiency with the non-negotiable mandate for patient safety?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a deeply integrated approach that treats clinical governance and risk management not as separate functions, but as two sides of the same coin, essential for creating a culture of safety. While many programs focus narrowly on compliance or theoretical models, this training emphasizes the practical implementation of strategies within the complex, real-world healthcare environment. We move beyond simply teaching tools like Root Cause Analysis to exploring the nuanced leadership and communication skills required to foster a "Just Culture" where learning from error can thrive. The curriculum is built upon the principles of high-reliability organizations, providing participants with a forward-looking framework for building resilient systems rather than just reacting to failures. Our focus on case studies drawn from diverse international healthcare settings ensures that the learning is relevant, applicable, and prepares leaders to manage the multifaceted challenges of modern healthcare. The course is designed not just to impart knowledge, but to transform perspectives, empowering participants to become proactive champions of patient safety and quality within their organizations.