Integrated Healthcare Risk Management and Patient Safety Training Course



23 - 27 Nov 2026

Baku

5100 € (Per Person)

Ref: #HOS3174_110003

Course Introduction / Overview:

This comprehensive training course provides a deep dive into the critical disciplines of healthcare risk management and patient safety. In an era where patient outcomes and organizational reputation are paramount, a proactive and integrated approach to managing risks is no longer optional but essential. This program is meticulously designed to equip healthcare professionals with the knowledge, skills, and tools to build resilient systems that prevent harm, mitigate risks, and foster a culture of continuous improvement. Drawing upon foundational principles articulated by patient safety pioneers like Lucian Leape in his seminal work "Error in Medicine", the course moves beyond theoretical concepts to offer practical, evidence-based solutions. Participants will explore the entire lifecycle of risk, from proactive identification using tools like FMEA to reactive analysis through robust Root Cause Analysis (RCA). BIG BEN Training Center has structured this curriculum to empower attendees to lead safety initiatives, navigate complex regulatory environments, and champion a 'Just Culture' within their organizations, ultimately enhancing the quality of care and protecting both patients and providers from preventable adverse events. This course is the definitive guide for professionals committed to achieving excellence in patient safety and clinical governance.

Target Audience / This training course is suitable for:

- Healthcare Administrators and Executives.
- Risk Managers and Patient Safety Officers.
- Quality Improvement and Quality Assurance Professionals.
- Clinical Department Heads and Medical Directors.
- Senior Nursing Leaders and Nurse Managers.
- Physicians, Surgeons, and other Clinical Practitioners.
- Hospital Legal Counsel and Compliance Officers.
- Healthcare Consultants focused on quality and safety.
- Pharmacists and Allied Health Professionals in leadership roles.

Target Sectors and Industries:

- Hospitals and Acute Care Facilities.
- Ambulatory Care Centers and Outpatient Clinics.
- Long-Term Care and Skilled Nursing Facilities.
- Home Healthcare Agencies.
- Mental Health and Behavioral Health Organizations.
- Governmental Health Agencies and Public Health Departments.
- Medical Insurance and Managed Care Organizations.
- Pharmaceutical and Medical Device Companies.
- Healthcare Regulatory and Accreditation Bodies.

Target Organizations Departments:

- Risk Management Department.
- Quality Assurance and Improvement Department.
- Patient Safety Department.
- Clinical Governance and Medical Staff Office.
- Nursing Administration and Operations.
- Legal and Compliance Departments.
- Pharmacy and Therapeutics Committees.
- Surgical Services and Operating Rooms.
- Emergency Medicine Department.
- Infection Control and Prevention.

Course Offerings:

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

- Develop and implement a comprehensive healthcare risk management framework.
- Master proactive risk assessment techniques such as Failure Mode and Effects Analysis (FMEA).
- Conduct a thorough Root Cause Analysis (RCA) following an adverse event.
- Design and manage effective patient safety incident reporting systems.
- Cultivate a strong and sustainable patient safety culture within their teams and organization.
- Apply the principles of High-Reliability Organizations (HROs) to healthcare settings.
- Analyze patient safety data to identify trends and inform strategic interventions.
- Navigate the legal, ethical, and regulatory aspects of patient safety and risk management.
- Lead quality improvement projects aimed at reducing medical errors and enhancing patient outcomes.
- Effectively communicate risk-related information to stakeholders, including patients and families.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond traditional lectures to create a dynamic learning environment. We utilize a blend of expert-led presentations, in-depth case study analyses of real-world sentinel events, and interactive group discussions that encourage peer-to-peer learning and the sharing of diverse experiences. A significant portion of the training is dedicated to hands-on workshops where participants will practice using key risk management tools like Root Cause Analysis (RCA) and Failure Mode and Effects Analysis (FMEA). Role-playing scenarios will be used to develop critical communication skills for situations such as adverse event disclosure to patients and families. Team-based exercises will challenge participants to collaborate on developing risk mitigation strategies for complex clinical scenarios. Continuous feedback from the instructor and peers is integrated throughout the course to reinforce learning and build confidence. This multifaceted approach ensures a comprehensive understanding of both the theory and the practical application of healthcare risk management and patient safety principles.

Course Agenda (Course Units):

Unit One: Foundations of Patient Safety and Risk Management

- Introduction to healthcare risk management and patient safety concepts.
- The historical evolution of the patient safety movement.
- Understanding systems thinking and the Swiss Cheese Model of accident causation.
- Key terminology in clinical risk and patient safety.
- The role of regulatory bodies and accreditation standards.
- Ethical considerations and professional accountability in healthcare safety.
- Differentiating between proactive and reactive risk management strategies.

Unit Two: Proactive Risk Identification and Assessment

- Introduction to Failure Mode and Effects Analysis (FMEA) in healthcare.
- Conducting a proactive risk assessment for clinical processes.
- Utilizing risk registers and heat maps for prioritization.
- The role of safety walk-rounds and environmental assessments.
- Techniques for hazard identification and vulnerability analysis.
- Predictive analytics and data mining for risk identification.
- Developing effective risk mitigation and control strategies.

Unit Three: Reactive Risk Management and Incident Analysis

- Establishing an effective incident reporting system.
- The principles and process of Root Cause Analysis (RCA).
- Techniques for evidence gathering and interviewing after an event.
- Differentiating between root causes, contributing factors, and immediate causes.
- Developing effective action plans and recommendations post-RCA.
- Understanding and managing sentinel and never events.
- The process of disclosing adverse events to patients and families.

Unit Four: Cultivating a Culture of Safety

- Defining and measuring patient safety culture.
- The principles of a 'Just Culture' and its implementation.
- Leadership's role in championing a culture of safety.
- Strategies for improving teamwork and communication, including SBAR and team huddles.
- Promoting psychological safety to encourage error reporting.
- Engaging patients and families as partners in safety.
- Training and education strategies to sustain a safety culture.

Unit Five: Advanced Topics and Strategic Implementation

- Integrating risk management with quality improvement initiatives.
- Introduction to High-Reliability Organization (HRO) principles.
- Legal and medico-legal aspects of risk management and medical errors.
- Using patient safety data and key performance indicators for strategic planning.
- The role of technology in enhancing patient safety.
- Developing a comprehensive organizational patient safety plan.
- Leading change and overcoming resistance to safety initiatives.

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:

How can healthcare organizations balance the principles of a 'Just Culture' with the need for individual accountability when a medical error occurs?

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

This course distinguishes itself by adopting a holistic, systems-based approach rather than merely teaching a collection of standalone tools. While participants will gain mastery of essential techniques like RCA and FMEA, the core focus is on integrating these tools into a cohesive, organization-wide strategy for building a culture of high reliability. We emphasize the critical link between proactive risk assessment and reactive incident analysis, demonstrating how lessons learned from adverse events can directly inform the strengthening of preventative systems. A significant differentiator is our deep dive into the principles of 'Just Culture' and psychological safety, providing leaders with actionable strategies to move beyond a blame-oriented environment to one of learning and continuous improvement. The curriculum is heavily informed by the principles of High-Reliability Organizations (HROs), translating concepts from industries like aviation and nuclear power into practical applications for the complex healthcare environment. Rather than just presenting information, the course is structured around complex, real-world case studies that challenge participants to apply their knowledge, fostering critical thinking and collaborative problem-solving skills essential for leading impactful safety initiatives in their own institutions.