Healthcare Governance, Risk Management, and Compliance Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HOS3828_110228

Course Introduction / Overview:

In today's intricate and highly regulated healthcare environment, the siloed management of governance, risk, and compliance is no longer a viable strategy. This course provides a comprehensive, integrated approach to establishing a robust Governance, Risk Management, and Compliance (GRC) framework within healthcare organizations. Moving beyond mere regulatory adherence, the program delves into creating a culture of accountability and proactive risk mitigation that enhances patient safety and organizational resilience. As noted by the GRC thought leader Michael Rasmussen, an effective GRC strategy is about achieving "principled performance," where the organization reliably achieves objectives, addresses uncertainty, and acts with integrity. This philosophy is central to the curriculum offered by BIG BEN Training Center. Participants will explore practical applications of frameworks discussed in publications like "The Orange Book: Management of Risk – Principles and Concepts" to build systems that not only prevent failures but also drive strategic value. This training is designed to equip healthcare leaders with the necessary tools to navigate complex challenges, from clinical risks and data security to financial integrity and ethical governance, ensuring their institutions thrive on a foundation of trust and excellence.

Target Audience / This training course is suitable for:

- Hospital Chief Executive Officers (CEOs), Chief Operating Officers (COOs), and Chief Financial Officers (CFOs).
- Compliance Officers and Ethics Managers.
- Risk Management Directors and Specialists.
- Clinical Governance and Patient Safety Officers.
- Quality Assurance and Improvement Managers.
- Hospital Department Heads and Clinical Directors.
- In-House Legal Counsel and Corporate Secretaries.
- Members of the Board of Directors and Trustees.
- Internal and External Auditors focused on the healthcare sector.
- Healthcare Administrators and Operations Managers.

Target Sectors and Industries:

- Public and Private Hospitals and Health Systems.
- Specialized Medical Centers and Clinics.
- Long-Term Care and Assisted Living Facilities.
- Rehabilitation and Psychiatric Hospitals.
- Ambulatory Surgery Centers.
- Healthcare Consulting and Advisory Firms.
- Governmental Health Ministries, Agencies, and Regulatory Bodies.
- Medical Insurance and Health Maintenance Organizations (HMOs).
- Pharmaceutical and Medical Device Companies.

Target Organizations Departments:

- Executive Leadership and Senior Management.
- Compliance and Corporate Ethics.
- Risk Management and Patient Safety.
- Legal and Corporate Governance.
- Quality Management and Improvement.
- Clinical Operations and Medical Staff Services.
- Finance and Revenue Cycle Management.
- Internal Audit and Control.
- Information Technology and Cybersecurity.
- Human Resources.

Course Offerings:

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

- Develop and implement an integrated GRC framework tailored to a healthcare setting.
- Master techniques for identifying, assessing, and mitigating clinical, operational, and financial risks.
- Ensure robust compliance with major healthcare regulations, including HIPAA, Stark Law, and Anti-Kickback Statutes.
- Establish effective clinical governance structures to improve patient safety and quality of care.
- Conduct comprehensive risk assessments and design effective internal control systems.
- Foster a culture of ethical behavior and integrity throughout the organization.
- Lead GRC initiatives that align with strategic objectives and enhance organizational performance.
- Evaluate and manage third-party and vendor-related risks effectively.
- Prepare for and respond to regulatory audits and investigations with confidence.
- Utilize GRC metrics and Key Risk Indicators (KRIs) for effective board-level reporting.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in their professional roles. We move beyond traditional lectures to create a dynamic learning environment centered on experiential activities. The course heavily utilizes real-world case studies from the healthcare industry, allowing participants to analyze complex GRC challenges, dissect successes and failures, and debate strategic solutions in a collaborative setting. Group workshops and breakout sessions encourage peer-to-peer learning and the exchange of diverse perspectives. Interactive exercises, such as developing a risk register or mapping compliance controls, provide hands-on experience with key GRC tools. Our expert facilitators guide participants through complex topics, fostering critical thinking and providing personalized feedback. The program culminates in the development of an action plan, empowering each attendee to return to their organization with a clear roadmap for implementing or enhancing their GRC framework. This blended approach ensures a deep and lasting understanding of healthcare GRC principles and practices.

Course Agenda (Course Units):

Unit One: Foundations of Integrated Healthcare GRC

- Introduction to Governance, Risk Management, and Compliance (GRC).
- The strategic importance of GRC in the healthcare sector.
- Key GRC frameworks and models (COSO, ISO 31000).
- Defining roles and responsibilities for GRC across the organization.
- The relationship between corporate governance and clinical governance.
- Establishing a GRC charter and policy framework.
- Understanding the concept of risk appetite and tolerance in a hospital setting.

Unit Two: Clinical Governance and Patient Safety Enhancement

- Core principles and components of a robust clinical governance framework.
- Developing a culture of patient safety and continuous quality improvement.
- Techniques for clinical incident reporting and investigation.
- Root Cause Analysis (RCA) and Failure Mode and Effects Analysis (FMEA).
- Implementing effective clinical audit programs.
- Monitoring clinical performance with Key Performance Indicators (KPIs).
- The role of credentialing and privileging in mitigating clinical risk.

Unit Three: Enterprise Risk Management (ERM) in a Healthcare Context

- Developing a systematic process for risk identification and assessment.
- Differentiating between clinical, operational, financial, and strategic risks.
- Creating and maintaining a comprehensive healthcare risk register.
- Quantitative and qualitative risk analysis techniques.
- Designing and implementing effective risk mitigation and control strategies.
- Establishing Key Risk Indicators (KRIs) for proactive monitoring.
- The role of insurance in a hospital's risk management program.

Unit Four: Navigating the Healthcare Regulatory and Compliance Maze

- Overview of the key healthcare legal and regulatory landscape.
- Deep dive into HIPAA, HITECH, and patient data privacy.
- Understanding the Stark Law and the Anti-Kickback Statute.
- Compliance with Centers for Medicare & Medicaid Services (CMS) regulations.
- Developing and managing an effective healthcare compliance program.
- Conducting internal compliance audits and investigations.
- Managing corporate integrity agreements and government inquiries.

Unit Five: GRC Leadership, Culture, and Technology

- The role of the board and senior leadership in championing GRC.
- Strategies for embedding a culture of ethics and integrity.
- Communicating the GRC vision and strategy across the organization.
- Leveraging GRC technology for automation and reporting.
- Developing effective GRC dashboards for executive and board reporting.
- Integrating GRC with strategic planning and performance management.
- Future trends and emerging challenges in healthcare GRC.

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 rapid technological advancement and increasing cyber threats, how can traditional healthcare GRC frameworks evolve to proactively address digital risks without stifling innovation in patient care?

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

This course distinguishes itself by adopting a truly integrated and strategic perspective on Governance, Risk Management, and Compliance (GRC), moving far beyond the conventional, siloed approach. While many programs focus on the individual pillars of GRC, our curriculum is meticulously designed to demonstrate how these functions are interconnected and must be managed holistically to achieve organizational resilience and principled performance. We emphasize the critical link between robust GRC practices and enhanced patient safety outcomes, a connection often overlooked in purely administrative or compliance-focused training. The methodology prioritizes actionable insights over abstract theory, using case studies drawn from contemporary healthcare challenges to facilitate practical problem-solving. Furthermore, the course places a significant focus on the cultural and leadership aspects of GRC implementation. It equips participants not just with technical tools but with the strategic communication and change management skills necessary to embed a sustainable culture of integrity and risk awareness within their organizations, ensuring that GRC becomes a strategic enabler rather than a mere administrative burden.