Clinical Governance and Patient Safety Culture Training Course

23 - 27 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HOS4344_277007

Course Introduction / Overview:

This comprehensive training course provides an in-depth exploration of the critical relationship between clinical governance and the development of a robust patient safety culture. In today's complex healthcare environment, a systematic approach to maintaining and improving the quality of patient care is not just desirable but essential. This program is designed to equip healthcare professionals with the knowledge and tools to implement effective governance frameworks that drive tangible improvements in safety and clinical outcomes. Drawing upon foundational principles articulated by healthcare quality pioneers like Avedis Donabedian, whose work on the structure-process-outcome model remains highly influential, the course delves into the practical application of these concepts. Participants will learn to move beyond a reactive, blame-oriented approach to a proactive, systems-thinking mindset, as detailed in seminal texts like "Managing the Risks of Organizational Accidents" by James Reason. BIG BEN Training Center has meticulously structured this course to bridge the gap between theoretical knowledge and real-world application, empowering attendees to lead transformative change within their organizations and foster an environment where patient safety is the foremost priority for every team member.

Target Audience / This training course is suitable for:

- Healthcare Executives and Senior Managers.
- Clinical Directors and Heads of Departments.
- Patient Safety Officers and Managers.
- Quality Improvement and Assurance Professionals.
- Risk Managers in Healthcare Settings.
- Senior Nurses and Midwifery Leaders.
- Medical Consultants and Physicians in Leadership Roles.
- Clinical Governance Committee Members.
- Healthcare Administrators and Planners.
- Allied Health Professionals in supervisory roles.

Target Sectors and Industries:

- Hospitals and Acute Care Facilities.
- Primary and Community Healthcare Centers.
- Mental Health Services and Institutions.
- Long-Term Care and Residential Aged Care Facilities.
- Ambulatory and Outpatient Surgical Centers.
- Specialized Medical Clinics and Practices.
- Governmental Health Ministries and Regulatory Bodies.
- Public Health Organizations.
- Rehabilitation Centers.
- Diagnostic and Laboratory Services.

Target Organizations Departments:

- Quality Management and Assurance.
- Patient Safety and Risk Management.
- Clinical Services and Operations.
- Medical and Nursing Administration.
- Compliance and Regulatory Affairs.
- Clinical Audit and Effectiveness.
- Professional Development and Training.
- Executive Leadership and Governance Boards.
- Human Resources.
- Patient Experience and Advocacy.

Course Offerings:

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

- Develop and implement a comprehensive clinical governance framework.
- Assess and measure the existing patient safety culture within an organization.
- Lead initiatives to foster a just, learning, and reporting culture.
- Apply systematic tools for clinical risk identification and management.
- Conduct effective root cause analysis of adverse events and near misses.
- Utilize clinical audit and data to drive continuous quality improvement.
- Champion evidence-based practices to enhance clinical effectiveness.
- Develop leadership strategies for sustaining patient safety transformations.
- Engage stakeholders effectively to build consensus for change.
- Align organizational policies with national and international patient safety standards.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, participatory, and grounded in adult learning principles. This course moves beyond traditional lectures to create a dynamic learning environment where participants actively engage with the material. A cornerstone of our approach is the extensive use of real-world case studies and scenarios drawn from diverse healthcare settings, allowing participants to analyze complex problems and develop practical solutions. Facilitated group discussions and peer-to-peer learning are heavily emphasized, providing a platform for attendees to share experiences, challenges, and best practices from their own professional contexts. Interactive workshops and practical exercises will be used to build skills in areas such as root cause analysis, clinical audit design, and safety culture assessment. Role-playing activities will help participants practice difficult conversations related to incident disclosure and fostering a just culture. Continuous feedback from the facilitator and peers is integrated throughout the program to ensure a deep and lasting understanding of the concepts. This blended approach ensures that participants not only acquire theoretical knowledge but also develop the confidence and competence to apply these new skills directly to their work, driving meaningful improvements in patient safety and clinical governance.

Course Agenda (Course Units):

Unit One: Foundations of Clinical Governance and Patient Safety

- Defining clinical governance and its core pillars.
- The historical evolution of the patient safety movement.
- Understanding the link between governance, leadership, and culture.
- Key international and national patient safety goals.
- The role of accountability and responsibility in healthcare.
- Exploring the Donabedian model of quality in healthcare.
- Ethical considerations in clinical governance and patient safety.

Unit Two: Cultivating a Positive Patient Safety Culture

- Defining and assessing patient safety culture.
- Moving from a blame culture to a just culture.
- The principles of high-reliability organizations (HROs).
- Strategies for promoting psychological safety and open reporting.
- Utilizing safety culture surveys and feedback mechanisms.
- The role of teamwork and communication in preventing errors.
- Leadership behaviors that foster a strong safety culture.

Unit Three: Clinical Risk Management and Incident Analysis

- Proactive vs. reactive risk management strategies.
- Developing and managing a clinical risk register.
- Incident reporting systems and data analysis.
- Conducting a thorough Root Cause Analysis (RCA).
- Introduction to Failure Mode and Effects Analysis (FMEA).
- Learning from near misses and adverse events.
- Communicating and disclosing clinical incidents to patients and families.

Unit Four: Enhancing Clinical Effectiveness and Quality Improvement

- The principles of evidence-based practice and its implementation.
- The clinical audit cycle and its role in quality assurance.
- Developing meaningful Key Performance Indicators (KPIs) for safety.
- Introduction to quality improvement methodologies (e.g., PDSA, Lean).
- Using data and analytics to monitor clinical performance.
- Patient and public involvement in service improvement.
- Benchmarking performance against industry standards.

Unit Five: Leadership, Strategy, and Sustainable Transformation

- The role of leadership in driving patient safety initiatives.
- Developing a strategic plan for clinical governance.
- Managing change and overcoming resistance in a healthcare setting.
- Engaging clinicians and staff in governance activities.
- The function of clinical governance and patient safety committees.
- Sustaining improvements and preventing performance drift.
- Creating 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:

How can healthcare leaders effectively balance the principles of a 'just culture' with the need for individual accountability when a serious patient safety event occurs?

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

This course distinguishes itself by offering a deeply integrated and holistic perspective on healthcare quality, moving beyond siloed instruction on either clinical governance or patient safety. Its core strength lies in its relentless focus on the symbiotic relationship between robust governance structures and a thriving safety culture, treating them as two sides of the same coin. While other programs may focus on the mechanics of tools like root cause analysis or clinical audits, this course emphasizes the leadership and cultural transformation required to make those tools truly effective. We explore the nuanced psychology of a 'just culture' and provide actionable strategies for leaders to build psychological safety, which is the bedrock of any high-reliability organization. The curriculum is uniquely designed to bridge the gap between boardroom strategy and frontline practice, equipping participants with the skills to not only design governance frameworks but also to inspire and lead the cultural shift necessary for their successful implementation. By focusing on sustainable change management and the development of adaptive leadership skills, the course prepares participants to be true champions of safety and quality within their organizations, capable of driving lasting improvements in patient outcomes.