Driving Quality and Patient Safety Management in Healthcare Training Course



14 - 18 Dec 2026

California

7900 € (Per Person)

Ref: #HOS6352_67275

Course Introduction / Overview:

In the high-stakes world of healthcare, the commitment to quality and patient safety is paramount. This training course is designed for healthcare professionals who are dedicated to creating a culture of excellence and minimizing harm. It is a comprehensive program that moves beyond simple checklists to explore the system-based approaches that drive meaningful improvement. Drawing on the foundational work of leaders in the field, such as Dr. Lucian Leape, this course examines the principles of error reduction and the importance of a non-punitive reporting culture. We will look at how human factors, organizational design, and communication all play a critical role in preventing adverse events. Participants will learn how to implement robust quality improvement initiatives, use data to identify risks, and develop effective risk management strategies. BIG BEN Training Center is committed to equipping healthcare professionals with the tools to build a safer and more reliable healthcare system. We will cover a range of essential topics, from root cause analysis and failure mode and effects analysis to creating a just culture. By focusing on practical application, this course helps leaders and staff at all levels to create environments where patient safety is everyone's responsibility, ensuring that quality becomes an intrinsic part of every patient's journey.

Target Audience / This training course is suitable for:

- Quality and patient safety managers.
- Healthcare administrators and executives.
- Clinical risk managers and patient advocates.
- Physicians, nurses, and other clinical staff.
- Department heads and team leaders.
- Quality assurance and regulatory compliance officers.
- Public health professionals and policymakers.

Target Sectors and Industries:

- Hospitals and hospital systems.
- Private medical clinics and group practices.
- Long-term care and rehabilitation facilities.
- Ambulatory surgery centers.
- Government healthcare agencies and public health departments.
- Home healthcare service providers.
- Pharmaceutical companies and medical device manufacturers.

Target Organizations Departments:

- Quality and patient safety.
- Risk management and governance.
- Clinical services and nursing.
- Hospital administration and operations.
- Medical records and health information management.
- Compliance and legal affairs.
- Infection control and prevention.

Course Offerings:

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

- Implement a comprehensive quality and patient safety framework within their organization.
- Use a variety of tools, including root cause analysis, to investigate adverse events.
- Develop and lead quality improvement projects using proven methodologies.
- Establish a "just culture" that encourages open reporting without fear of punishment.
- Enhance communication and teamwork to reduce medical errors.
- Analyze patient safety data to identify trends and mitigate risks.
- Ensure compliance with accreditation standards and regulatory requirements.
- Create a proactive and systemic approach to harm prevention.

Course Methodology:

This training course is based on a practical and interactive methodology that encourages participants to apply theoretical concepts to real-world scenarios. The program uses a combination of case studies from leading healthcare institutions and group exercises to simulate quality improvement projects. We will use interactive workshops to practice key tools like root cause analysis and failure mode and effects analysis. Participants will work together to create a patient safety plan and a risk mitigation strategy for a fictional hospital. BIG BEN Training Center believes in a hands-on approach, where participants can learn by doing. Our experienced facilitators will guide discussions, provide personalized feedback, and help participants develop actionable plans that they can take back to their own organizations. The course content is designed to be highly engaging and collaborative, moving beyond lectures to focus on practical skill development and critical thinking. This ensures that participants leave not just with knowledge but with the confidence and ability to drive real and lasting improvements in patient safety.

Course Agenda (Course Units):

Unit One: Foundations of Quality and Patient Safety

- Defining quality and patient safety in healthcare.
- The business and ethical case for quality management.
- Understanding a culture of safety versus a culture of blame.
- Systems thinking in harm prevention.
- The role of leadership in creating a safe environment.

Unit Two: Analyzing and Reporting Adverse Events

- Understanding the chain of events that lead to errors.
- Root cause analysis and its application.
- Failure mode and effects analysis for proactive risk identification.
- Developing a non-punitive reporting system.
- Learning from errors and creating a culture of continuous learning.

Unit Three: Quality Improvement Methodologies

- Introduction to quality improvement models (e.g., PDSA cycle).
- Using data and metrics to drive improvement.
- Developing and managing quality improvement projects.
- Engaging staff at all levels in quality initiatives.
- Measuring and sustaining improvements over time.

Unit Four: Human Factors and Communication

- Understanding the human element in medical errors.
- Improving teamwork and interdisciplinary communication.
- Strategies for effective handoffs and transitions of care.
- Patient and family engagement in safety.
- Communicating with patients after an adverse event.

Unit Five: Regulatory Compliance and Accreditation

- Key regulatory and accreditation standards.
- Preparing for and succeeding in a compliance audit.
- Creating a culture of compliance.
- Risk management and legal implications of patient safety.
- The future of quality and patient safety in healthcare.

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 what ways can emerging technologies like artificial intelligence and machine learning be ethically and effectively integrated into quality and patient safety management systems to proactively prevent medical errors?

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

This training course stands out by providing a comprehensive, system-based approach to quality and patient safety, rather than a fragmented look at individual tools. Unlike programs that focus only on clinical aspects, this course integrates principles from organizational behavior, human factors, and leadership to provide a holistic view of patient safety. We do not just teach participants what to do, we empower them with the knowledge and skills to lead change, build a culture of safety, and implement sustainable improvements. Our curriculum is highly practical, using real-world healthcare scenarios and interactive exercises that allow participants to apply their learning immediately. The focus is on proactive prevention, not just reactive response, giving attendees a distinct advantage in their roles. This course is for professionals who want to move beyond compliance and truly become champions of patient safety, driving meaningful and lasting change within their organizations.