Integrated Clinical Governance and Risk Compliance Training Course

26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM2599_104989

Course Introduction / Overview:

This comprehensive training course provides an in-depth exploration of the critical pillars of modern healthcare management: clinical governance, risk management, and regulatory compliance. In an era of increasing accountability and patient expectations, a disjointed approach to these areas is no longer viable. This program is meticulously designed to bridge the gaps, fostering an integrated framework that enhances patient safety, improves clinical outcomes, and ensures organizational integrity. Drawing upon foundational principles and contemporary best practices, the curriculum delves into the methodologies that underpin effective governance structures. As discussed by leading patient safety expert Charles Vincent in his seminal work "Patient Safety", creating a safe system requires a holistic understanding of human factors, organizational culture, and systemic risks. Participants will learn not just the theory but the practical application of these concepts. BIG BEN Training Center has developed this course to empower healthcare professionals with the strategic skills needed to lead quality improvement initiatives, manage clinical risks proactively, and navigate the complex web of healthcare regulations with confidence and competence.

Target Audience / This training course is suitable for:

- Healthcare Administrators and Executives.
- Clinical Directors and Heads of Departments.
- Quality Assurance and Improvement Managers.
- Patient Safety Officers.
- Risk Managers and Analysts.
- Compliance Officers and Legal Counsel.
- Senior Physicians and Consultants.
- Lead Nurses and Midwifery Managers.
- Healthcare Project Managers.
- Members of Clinical Governance Committees.

Target Sectors and Industries:

- Hospitals and Acute Care Facilities.
- Primary and Community Healthcare Centers.
- Specialized Medical Clinics and Practices.
- Long-Term Care and Rehabilitation Facilities.
- Mental Health Service Providers.
- Public Health Organizations and Agencies.
- Governmental Health Ministries and Regulatory Bodies.
- Pharmaceutical and Medical Device Companies.
- Health Insurance and Payer Organizations.
- Medical Research and Academic Institutions.

Target Organizations Departments:

- Quality Management and Assurance.
- Risk Management.
- Clinical Operations.
- Patient Safety.
- Compliance and Legal Affairs.
- Medical Staff Services.
- Nursing Administration.
- Executive Leadership and Administration.
- Internal Audit.
- Health Information Management.

Course Offerings:

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

- Develop and implement a robust clinical governance framework within their organization.
- Master techniques for proactive risk identification, assessment, and mitigation in clinical settings.
- Navigate complex national and international healthcare regulations and standards effectively.
- Lead and sustain a culture of continuous quality improvement and patient safety.
- Conduct effective clinical audits and utilize data for evidence-based decision-making.
- Manage clinical incidents using root cause analysis and other investigative tools.
- Integrate governance, risk, and compliance functions for enhanced organizational efficiency.
- Communicate GRC strategies effectively to stakeholders at all levels.
- Strengthen ethical decision-making processes in clinical practice and management.
- Prepare their departments and organizations for regulatory inspections and accreditation surveys.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can translate theoretical knowledge into real-world competencies. We move beyond traditional lectures to a blended learning approach that emphasizes active participation. The course heavily utilizes case studies based on actual clinical scenarios, allowing participants to analyze complex problems, debate solutions, and understand the consequences of different GRC strategies. Interactive group discussions and workshops will facilitate peer-to-peer learning and the sharing of diverse experiences. Practical exercises will include developing risk registers, mapping compliance requirements, and designing clinical audit plans. Role-playing sessions will simulate challenging situations, such as handling a major clinical incident or communicating with regulatory bodies, thereby building confidence and practical skills. Throughout the course, our expert facilitators provide continuous feedback and guide participants in creating a personalized action plan to implement back in their workplace, ensuring a tangible return on their learning investment.

Course Agenda (Course Units):

Unit One: Foundations of Clinical Governance

- The Evolution and Principles of Clinical Governance.
- Key Components: Clinical Effectiveness, Audit, and Risk Management.
- Establishing Clear Lines of Accountability and Responsibility.
- The Role of Leadership in Driving the Governance Agenda.
- Developing a Positive Organizational Culture for Quality and Safety.
- Patient and Public Involvement in Governance Processes.
- Measuring and Monitoring Governance Performance using Key Performance Indicators (KPIs).

Unit Two: Strategic Risk Management in Healthcare

- Principles of Clinical Risk Management.
- Proactive Risk Identification Techniques (e.g., FMEA).
- Reactive Risk Analysis: Root Cause Analysis (RCA) of Incidents.
- Developing and Maintaining a Comprehensive Risk Register.
- Risk Mitigation and Control Strategies.
- Fostering a 'Just Culture' for Incident Reporting.
- Communicating Risk Information to Management and Frontline Staff.

Unit Three: Healthcare Compliance and Regulatory Frameworks

- Overview of National and International Healthcare Standards (e.g., JCI, ISO).
- Navigating Data Protection and Patient Confidentiality Regulations.
- Informed Consent and Ethical Considerations in Clinical Practice.
- Managing and Responding to Patient Complaints Effectively.
- Preparing for and Managing Regulatory Audits and Inspections.
- Documentation and Record-Keeping for Compliance.
- Understanding the Legal Implications of Clinical Negligence.

Unit Four: Driving Quality Improvement and Patient Safety

- The Science of Quality Improvement: Models and Methodologies (e.g., PDSA).
- Designing and Implementing Effective Clinical Audits.
- Utilizing Evidence-Based Practice to Enhance Clinical Outcomes.
- Developing and Implementing Clinical Pathways and Guidelines.
- Systems for Reporting, Investigating, and Learning from Incidents.
- Human Factors Engineering in Healthcare Design.
- Building High-Reliability Teams to Minimize Errors.

Unit Five: Integrating GRC and Leading Change

- Developing an Integrated Governance, Risk, and Compliance (GRC) Framework.
- The Role of Technology in Supporting GRC Activities.
- Effective Stakeholder Engagement and Communication Strategies.
- Managing Change and Overcoming Resistance to New Initiatives.
- Crisis Management and Business Continuity in a Healthcare Setting.
- Benchmarking Performance Against Industry Best Practices.
- Creating a Personal and Organizational Action Plan for GRC Excellence.

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 an organization effectively balance the need for stringent regulatory compliance with the flexibility required to foster innovation in clinical care and patient safety?

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

This course distinguishes itself by championing a deeply integrated approach to governance, risk, and compliance, moving beyond the conventional siloed treatment of these disciplines. While many programs focus on a single pillar, this training course is built on the premise that sustainable patient safety and organizational excellence can only be achieved when these three functions operate in synergy. We emphasize the 'how' and the 'why', not just the 'what'. Instead of merely listing regulations, we explore the strategic thinking required to embed compliance into the cultural fabric of an organization. The curriculum is rich with practical, real-world case studies that challenge participants to apply theoretical models to complex, nuanced scenarios they face daily. Furthermore, a significant focus is placed on leadership and change management skills, equipping attendees not just with technical knowledge but with the ability to inspire teams, influence stakeholders, and drive meaningful, lasting improvements in their healthcare environments. The ultimate goal is to cultivate strategic thinkers who can build resilient, high-reliability healthcare systems.