Developing a Healthcare Quality and Patient Safety Professional Training Course



19 - 23 Oct 2026

Milan

5900 € (Per Person)

Ref: #HSM2679_69196

Course Introduction / Overview:

The pursuit of quality and patient safety is at the core of effective healthcare. This training course is designed to equip healthcare professionals with the strategic knowledge and practical skills needed to champion a culture of safety and drive continuous improvement. Participants will explore everything from quality measurement and risk management to error analysis and patient-centered care. The curriculum addresses the critical need to prevent harm, reduce errors, and ensure the delivery of high-quality, reliable care. As noted by academic author Dr. I.D.S. Kene with his book "Patient Safety: A Human Factors Approach," human factors play a key role in healthcare delivery. BIG BEN Training Center is proud to offer a program that moves beyond a simple understanding of standards to focus on a systemic, proactive approach to quality. You will learn how to conduct a root cause analysis, implement effective safety protocols, and engage staff and patients in the improvement process. This course empowers you to be a key driver of change, ensuring your organization can provide the safest possible care.

Target Audience / This Training Course is Suitable for:

- Quality improvement managers.
- Patient safety officers.
- Hospital administrators and managers.
- Risk management professionals.
- Nurses and clinical staff.
- Health information management professionals.
- Public health officials.

Target Sectors and Industries:

- Hospitals and health systems.
- Ambulatory surgery centers.
- Government agencies and health departments.
- Long-term care facilities.
- Medical clinics and specialist practices.
- Health insurance companies.
- Healthcare consulting firms.

Target Organizations Departments:

- Quality and patient safety.
- Risk management.
- Hospital administration.
- Nursing and clinical services.
- Compliance and legal affairs.
- Information technology.
- Health information management.

Course Offerings:

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

- Implement a comprehensive quality and patient safety program.
- Conduct a root cause analysis to prevent future errors.
- Develop and apply patient safety protocols.
- Measure and report on key quality indicators.
- Engage staff and patients in the safety improvement process.
- Navigate regulatory and accreditation standards.
- Build a culture of safety and continuous learning.

Course Methodology:

This training course uses a blend of case studies and practical workshops. Participants will work in groups to analyze patient safety incidents, developing a strategic plan for prevention and risk mitigation. The curriculum includes hands-on workshops on conducting a root cause analysis and using data for quality reporting. Our instructors are seasoned quality and safety experts with extensive experience who will provide practical insights and guidance. BIG BEN Training Center is committed to a collaborative and interactive environment where you can learn from your peers and practice new skills. The course is designed to be highly practical, ensuring that you leave with the confidence and tools to effectively lead a patient safety initiative.

Course Agenda (Course Units):

Unit One: The Foundations of Quality and Patient Safety.

- Defining quality in healthcare.
- The history and evolution of patient safety.
- Understanding the human factors in medical errors.
- Building a culture of safety.
- The link between quality and patient experience.
- The role of leadership in safety.
- Case study: a hospital's journey to high reliability.

Unit Two: Quality Measurement and Reporting.

- Key quality metrics and indicators.
- Collecting and analyzing quality data.
- Using data dashboards for monitoring.
- Reporting to internal and external stakeholders.
- The role of accreditation bodies like Joint Commission International (JCI).
- Performance improvement methodologies.
- Workshop: a quality data analysis exercise.

Unit Three: Risk Management and Error Prevention.

- Identifying and managing risks in healthcare.
- The process of a root cause analysis (RCA).
- Developing and implementing safety protocols.
- Managing adverse events and near misses.
- The role of technology in error prevention.
- Strategies for patient risk reduction.
- Group project: a simulated RCA for a medication error.

Unit Four: Patient-Centered Care and Communication.

- The principles of patient-centered care.
- The role of effective communication in preventing errors.
- Engaging patients and families in the safety process.
- Handling complaints and grievances.
- Promoting health literacy.
- The importance of teamwork and collaboration.
- Role-playing: a difficult patient conversation.

Unit Five: Building a Sustainable Quality Program.

- Developing a quality and safety plan.
- Securing resources and leadership buy-in.
- Staff training and education.
- The future of quality and patient safety.
- Ethical considerations in quality improvement.
- The professional development of quality professionals.
- Final presentation: a strategic quality improvement plan.

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 need to report and analyze medical errors for system improvement with the ethical and professional obligation not to blame individual providers for honest mistakes?

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

This training course is unique because it is exclusively focused on developing into a healthcare quality and patient safety professional. Unlike a general management course, it provides a comprehensive, end-to-end framework for championing a culture of safety. Our program emphasizes root cause analysis, risk management, and patient-centered care with real-world applications. We use hands-on workshops and case studies based on actual safety events to give you the skills needed to effectively lead quality improvement initiatives. This course is for professionals who want to move beyond a reactive approach to safety and become a key driver of a high-reliability organization.