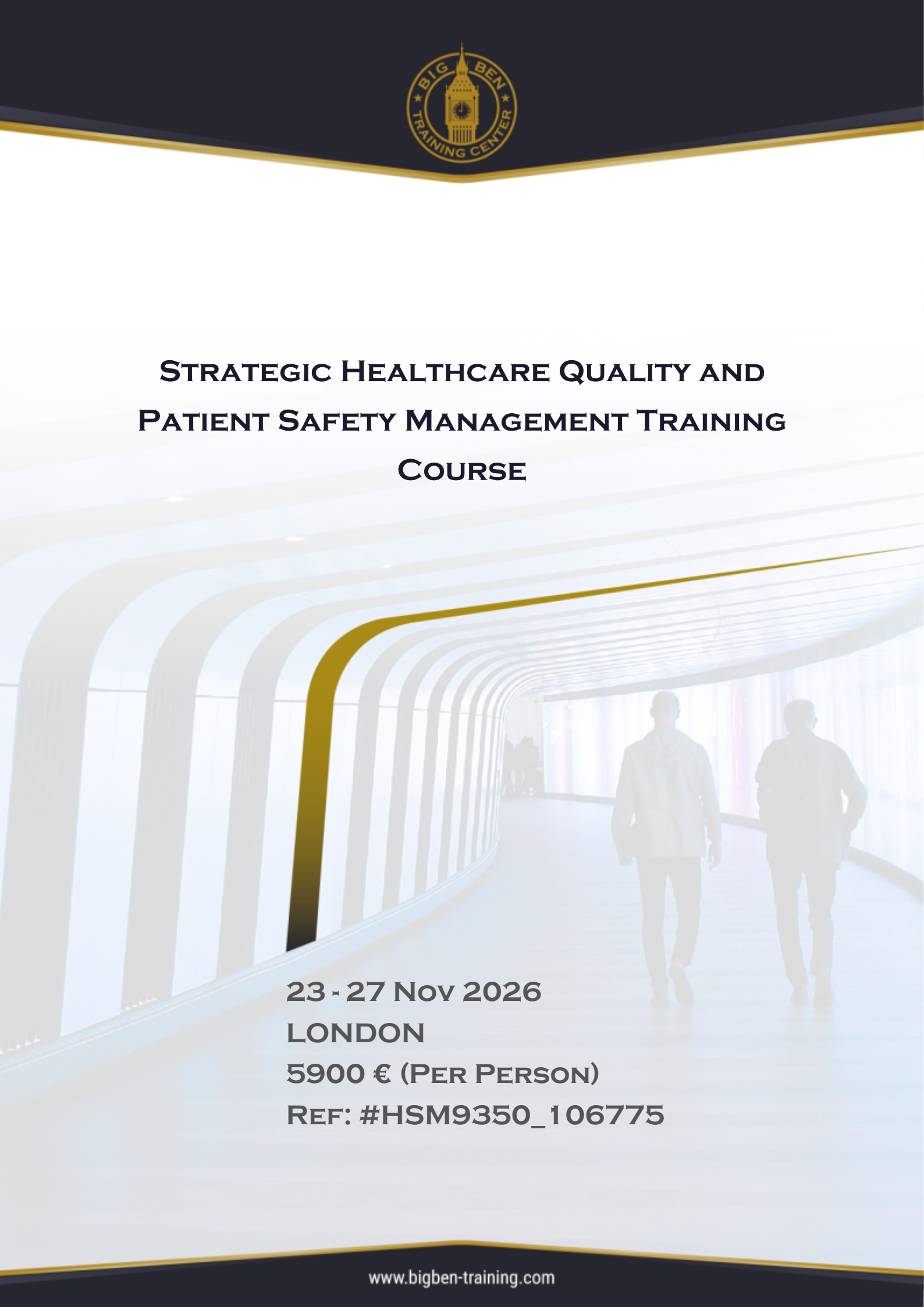
# Strategic Healthcare Quality and Patient Safety Management Training Course



23 - 27 Nov 2026

LONDON

5900 € (Per Person)

Ref: #HSM9350_106775

## Course Introduction / Overview:

This comprehensive training course provides a deep dive into the critical disciplines of healthcare quality management and patient safety. In an era where patient outcomes and operational excellence are paramount, this program is designed to equip healthcare professionals with the strategic frameworks and practical tools necessary to lead quality improvement initiatives. The curriculum moves beyond theoretical concepts to offer actionable strategies for building and sustaining a culture of safety and continuous improvement within healthcare organizations. Drawing upon foundational principles from pioneers like Avedis Donabedian, whose work "Explorations in Quality Assessment and Monitoring" laid the groundwork for modern quality assessment, participants will explore the intricate relationship between clinical processes, patient outcomes, and organizational performance. BIG BEN Training Center has developed this course to address the real-world challenges faced by today's healthcare leaders, focusing on evidence-based practices, risk management protocols, and effective clinical governance. Participants will learn to analyze complex healthcare systems, identify potential risks, and implement robust solutions that enhance patient safety, reduce medical errors, and ensure compliance with international standards. This course is an essential investment for any professional dedicated to driving excellence and achieving high-reliability in healthcare delivery.

## Target Audience / This training course is suitable for:

- Healthcare Administrators and Executives.
- Quality Management Directors and Managers.
- Patient Safety Officers and Specialists.
- Clinical Department Heads and Supervisors.
- Physicians, Surgeons, and Senior Medical Staff.
- Senior Nurses and Nurse Managers.
- Risk Management Professionals.
- Clinical Governance Coordinators.
- Healthcare Consultants.
- Hospital Operations Managers.
- Pharmacists and Allied Health Professionals.

## Target Sectors and Industries:

- Hospitals and Medical Centers.
- Ambulatory Care Clinics and Outpatient Facilities.
- Long-Term Care and Rehabilitation Centers.
- Home Healthcare Agencies.
- Public Health Organizations.
- Governmental Health Ministries and Regulatory Bodies.
- Mental Health Institutions.
- Pharmaceutical and Medical Device Companies.
- Health Insurance Providers.
- Specialty Medical Practices.

## Target Organizations Departments:

- Quality Improvement and Assurance Department.
- Patient Safety Department.
- Risk Management and Compliance Department.
- Clinical Operations and Services.
- Medical Staff Affairs.
- Nursing Administration and Management.
- Hospital Administration and Executive Management.
- Pharmacy Department.
- Surgical Services.
- Infection Prevention and Control.
- Health Information Management.

## Course Offerings:

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

- Develop a strategic framework for implementing a comprehensive quality management system.
- Master the application of quality improvement tools such as PDSA, Lean, and Six Sigma in a healthcare context.
- Conduct effective Root Cause Analysis (RCA) and Failure Mode and Effects Analysis (FMEA) for adverse events.
- Design and implement robust patient safety protocols to minimize medical errors and improve outcomes.
- Cultivate a positive and sustainable patient safety culture within their teams and organizations.
- Lead clinical audit processes to monitor and enhance the quality of clinical care.
- Navigate healthcare accreditation standards and ensure organizational readiness for surveys.
- Utilize data analytics to measure performance, identify trends, and drive evidence-based decisions.
- Implement effective clinical governance structures to ensure accountability and continuous improvement.
- Manage clinical risks proactively through systematic identification, assessment, and mitigation strategies.

## 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. This course utilizes a blended learning approach that combines expert-led presentations with hands-on, experiential activities. A cornerstone of our method is the extensive use of real-world case studies, allowing participants to analyze complex patient safety incidents and quality management challenges in a controlled environment. Facilitated group discussions and brainstorming sessions encourage the sharing of diverse perspectives and collaborative problem-solving. Participants will engage in practical workshops where they will apply tools like Root Cause Analysis and FMEA to simulated scenarios. Interactive exercises, role-playing, and team-based projects are integrated throughout the five days to reinforce key concepts and develop practical skills. Our expert instructors provide continuous feedback and guidance, fostering a supportive learning atmosphere. The methodology emphasizes adult learning principles, recognizing the value of participants' professional experience and encouraging them to connect the course content to their own organizational contexts. This dynamic and immersive approach ensures a deep and lasting understanding of strategic healthcare quality and patient safety management.

## Course Agenda (Course Units):

### Unit One: Foundations of Healthcare Quality and Patient Safety

- Introduction to Healthcare Quality Management.
- The Evolution of the Patient Safety Movement.
- Key Concepts and Terminology in Quality and Safety.
- The Donabedian Model: Structure, Process, and Outcome.
- Understanding the Regulatory and Accreditation Landscape (e.g., JCI).
- The Role of Leadership in Driving a Culture of Quality.
- Ethical Considerations in Quality Improvement and Patient Safety.

### Unit Two: Methodologies for Continuous Quality Improvement (CQI)

- Principles of Continuous Quality Improvement in Healthcare.
- The Plan-Do-Study-Act (PDSA) Cycle for Rapid Improvements.
- Introduction to Lean Thinking and Waste Reduction in Clinical Processes.
- Applying Six Sigma and DMAIC for Process Excellence.
- Data Collection and Basic Statistical Process Control (SPC) Charts.
- Benchmarking Performance Against Industry Best Practices.
- Developing and Monitoring Key Performance Indicators (KPIs).

### Unit Three: Building a Robust Patient Safety System

- The Science of Human Factors and Error in Healthcare.
- Creating and Sustaining a Just Culture.
- Implementing Effective Incident Reporting Systems.
- Root Cause Analysis (RCA) for Sentinel Events.
- Proactive Risk Assessment using Failure Mode and Effects Analysis (FMEA).
- Strategies for Reducing Medication Errors.
- Enhancing Communication through Tools like SBAR and TeamSTEPPS.

## Unit Four: Clinical Governance and Risk Management

- Principles of Clinical Governance and Accountability.
- The Role and Function of a Clinical Audit.
- Developing and Implementing Clinical Practice Guidelines.
- Credentialing, Privileging, and Peer Review Processes.
- Proactive Clinical Risk Management Strategies.
- Handling Patient Complaints and Feedback for Improvement.
- Legal and Compliance Aspects of Healthcare Quality.

## Unit Five: Leading Change and Future Trends in Healthcare Quality

- The Leader's Role in Championing a Culture of Safety and High-Reliability.
- Managing Change and Overcoming Resistance to Quality Initiatives.
- Leveraging Health Information Technology for Quality and Safety.
- The Growing Importance of Patient-Centered Care and Engagement.
- Using Data Analytics and Predictive Modeling to Improve Outcomes.
- Preparing for the Future: AI and Technology in Patient Safety.
- Developing a Strategic Quality and Patient Safety Plan for Your Organization.

# 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 a healthcare system with finite resources, how can leaders ethically balance the drive for implementing costly, high-impact quality initiatives with the need to maintain broad access to essential services?

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

This course distinguishes itself by offering a deeply integrated and strategic perspective on quality and patient safety, moving beyond mere tool-based training. While many programs focus on the mechanics of individual improvement methodologies, this course emphasizes the critical linkage between leadership, culture, and sustainable systems. It is uniquely structured to equip participants not just with the "how" of quality improvement, but with the "why" and "what's next," fostering a forward-thinking mindset. We delve into the complexities of creating a "Just Culture" and building high-reliability organizations (HROs), concepts that are fundamental to lasting change but often overlooked. The curriculum is built upon a foundation of practical application, using complex, real-world case studies that challenge participants to navigate the grey areas of clinical governance and risk management. Rather than simply presenting theories, our expert facilitators guide participants in developing strategic plans they can adapt and implement within their own institutions. The focus is on cultivating strategic leaders who can champion quality and safety as core organizational values, ensuring that improvements are not just project-based, but are woven into the very fabric of the healthcare delivery system.