Advanced Healthcare Quality and Patient Safety Management Training Course

23 - 27 Nov 2026

Munich

5100 € (Per Person)

Ref: #QUA8614_137321

Course Introduction / Overview:

This comprehensive training course provides an in-depth exploration of the critical principles and practices of healthcare quality management and patient safety. In an era where patient outcomes and organizational excellence are paramount, mastering these domains is no longer optional but essential for sustainable healthcare delivery. The curriculum is meticulously designed to bridge the gap between theoretical knowledge and practical application, drawing upon foundational concepts from pioneers like Avedis Donabedian, whose work on the structure-process-outcome model remains a cornerstone of quality assessment. Participants will delve into established frameworks and contemporary strategies for building a robust culture of safety, as detailed in seminal texts like "An Introduction to Health Policy, Planning, and Financing". BIG BEN Training Center has developed this program to empower healthcare professionals with the tools to lead quality improvement initiatives, manage clinical risks effectively, and ensure compliance with international standards. This course is a definitive journey from understanding the fundamentals of clinical governance to mastering the leadership skills required to drive transformative change and achieve high-reliability organizational status.

Target Audience / This training course is suitable for:

- Healthcare Administrators and Managers.
- Quality Improvement and Quality Assurance Professionals.
- Patient Safety Officers and Risk Managers.
- Physicians, Surgeons, and Clinical Department Heads.
- Senior Nurses and Nurse Managers.
- Clinical Governance Committee Members.
- Healthcare Policy Makers and Regulators.
- Hospital Operations Managers.
- Pharmacists and Allied Health Professionals.
- Healthcare Consultants specializing in quality and safety.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Ambulatory Care Centers and Outpatient Clinics.
- Long-Term Care Facilities and Nursing Homes.
- Specialized Medical and Surgical Facilities.
- Public Health Organizations.
- Governmental Health Ministries and Regulatory Bodies.
- Health Insurance and Managed Care Organizations.
- Home Healthcare Agencies.
- Pharmaceutical and Medical Device Companies.

Target Organizations Departments:

- Quality Management and Assurance Department.
- Patient Safety and Risk Management Department.
- Clinical Services and Medical Affairs.
- Nursing Administration and Operations.
- Hospital Administration and Executive Management.
- Compliance and Regulatory Affairs.
- Operations and Service Delivery Departments.
- Infection Prevention and Control.
- Pharmacy Services.
- Medical Records and Health Information Management.

Course Offerings:

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

- Develop and implement a comprehensive quality management system based on international standards.
- Lead and facilitate root cause analysis (RCA) for adverse events and near misses.
- Apply quality improvement methodologies such as PDCA, Lean, and Six Sigma in a healthcare setting.
- Design and monitor key performance indicators (KPIs) for quality and patient safety.
- Cultivate a just and proactive patient safety culture within their organization.
- Master the principles of clinical governance and its role in ensuring accountability.
- Prepare their departments or organizations for accreditation surveys like JCI.
- Effectively manage clinical risks through proactive identification and mitigation strategies.
- Champion patient-centered care initiatives to improve patient experience and outcomes.
- Utilize data analytics to drive evidence-based decision-making in quality improvement.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that theoretical concepts are translated into practical skills. We move beyond traditional lectures to create a dynamic learning environment where engagement is key. The course heavily utilizes case studies based on real-world healthcare scenarios, allowing participants to analyze complex patient safety incidents and quality management challenges in a controlled setting. Collaborative group workshops and breakout sessions encourage peer-to-peer learning and the exchange of diverse perspectives from various healthcare backgrounds. Role-playing exercises will be employed to simulate difficult conversations, such as disclosing medical errors to patients and families, thereby building crucial communication skills. Participants will engage in hands-on activities, including developing process maps, conducting a mock Failure Mode and Effects Analysis (FMEA), and designing a quality improvement project plan. Our expert facilitators provide continuous feedback and guide discussions to ensure a deep and lasting understanding of the material, empowering attendees to return to their workplaces with confidence and a clear action plan for implementation.

Course Agenda (Course Units):

Unit One: Foundations of Healthcare Quality and Patient Safety

- Introduction to the history and evolution of healthcare quality.
- The core principles of patient safety and the science of human error.
- Understanding the Donabedian Model (Structure, Process, Outcome).
- Defining and fostering a robust patient safety culture.
- The role of ethics and professionalism in quality management.
- Introduction to clinical governance and its key pillars.
- Global perspectives on patient safety initiatives and goals.

Unit Two: Methodologies and Tools for Quality Improvement

- The Plan-Do-Check-Act (PDCA) cycle for continuous improvement.
- Introduction to Lean principles and waste reduction in healthcare.
- Applying Six Sigma and DMAIC methodology to clinical processes.
- Root Cause Analysis (RCA) and the "5 Whys" technique.
- Failure Mode and Effects Analysis (FMEA) for proactive risk assessment.
- Utilizing quality improvement tools like flowcharts, Pareto charts, and fishbone diagrams.
- Data collection and statistical process control (SPC) in healthcare.

Unit Three: Clinical Governance and Effective Risk Management

- Developing a comprehensive clinical governance framework.
- Establishing effective incident reporting and learning systems.
- The principles and practice of clinical audit and peer review.
- Managing and responding to adverse events and sentinel events.
- Strategies for clinical risk identification, assessment, and mitigation.
- Credentialing, privileging, and ensuring staff competency.
- Legal and regulatory aspects of medical errors and patient safety.

Unit Four: Accreditation, Standards, and Regulatory Compliance

- Overview of major international accreditation bodies (e.g., JCI).
- Deconstructing accreditation standards for practical implementation.
- Strategies for continuous readiness and successful survey preparation.
- The role of national healthcare regulations and policies.
- Developing and implementing clinical practice guidelines and protocols.
- Ensuring compliance in medication management and infection control.
- Patient rights, consent, and information privacy standards.

Unit Five: Leadership in Quality and High-Reliability Organizations

- The role of leadership in driving a culture of quality and safety.
- Change management strategies for quality improvement initiatives.
- Building and leading effective multidisciplinary quality teams.
- Principles of High-Reliability Organizations (HROs) in healthcare.
- Engaging patients and families as partners in safety and quality.
- Measuring and improving the patient experience.
- Future trends and innovations in healthcare quality and patient safety.

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 financial pressures of the industry with the ethical imperative to invest in a robust, non-punitive patient safety culture?

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

This course distinguishes itself by moving beyond a mere review of standards and regulations to focus on the cultivation of leadership and the establishment of a sustainable safety culture. While many programs concentrate on the technical tools of quality improvement, our curriculum uniquely integrates these with the principles of organizational psychology and change management. We emphasize the "how" and "why" behind high-reliability organizations, not just the "what". Participants will not only learn to conduct a root cause analysis but will also practice the communication and leadership skills needed to implement its findings effectively in a complex, often resistant, environment. The course content is built around a holistic framework that connects clinical governance, operational efficiency, and patient-centered care, ensuring that quality is viewed as an integrated organizational strategy rather than a departmental function. Through immersive case studies and leadership-focused simulations, we provide a practical, real-world learning experience that empowers professionals to become true champions of change, capable of driving meaningful and lasting improvements in patient outcomes and organizational performance.