Strategic Healthcare Security and Patient Safety Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #SM3464_131775

Course Introduction / Overview:

The healthcare environment presents a unique and complex set of security challenges, demanding a delicate balance between maintaining an open and welcoming atmosphere and ensuring the absolute safety of patients, staff, and visitors. This course provides a comprehensive framework for managing these challenges effectively. Moving beyond traditional security paradigms, this program delves into the integrated nature of security, risk management, and patient safety, reflecting the principles discussed by experts like Russell L. Colling in his foundational work, "Hospital and Healthcare Security". Participants will explore a holistic approach that addresses everything from physical security and technology to the critical human elements of de-escalation and workplace violence prevention. This intensive training, offered by BIG BEN Training Center, is designed to equip professionals with the strategic foresight and operational skills needed to develop and implement robust security programs that are compliant with regulatory standards, such as those from The Joint Commission, and responsive to emerging threats. The curriculum is meticulously structured to transform security from a reactive function into a proactive, integral component of high-quality patient care, ensuring a secure and healing environment for all.

Target Audience / This training course is suitable for:

- Hospital Security Directors and Managers.
- Healthcare Administrators and Executives.
- Facility and Operations Managers.
- Risk and Compliance Managers.
- Patient Safety Officers.
- Clinical Department Heads and Nurse Managers.
- Emergency Management Coordinators.
- Human Resources Professionals in healthcare.
- Security Supervisors and Team Leaders.
- Consultants specializing in healthcare security.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Outpatient Clinics and Ambulatory Care Centers.
- Long-Term Care and Assisted Living Facilities.
- Mental and Behavioral Health Institutions.
- Specialized Medical Facilities (e.g., pediatric, oncology).
- Governmental health agencies and public health organizations.
- Rehabilitation Centers.
- Diagnostic and Laboratory Services.

Target Organizations Departments:

- Security and Safety Department.
- Facility Management and Operations.
- Administration and Executive Management.
- Risk Management and Compliance.
- Clinical and Patient Care Services.
- Emergency Department.
- Human Resources.
- Information Technology (for cybersecurity aspects).
- Legal Department.
- Quality Assurance.

Course Offerings:

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

- Develop a comprehensive security management plan tailored to a healthcare setting.
- Conduct thorough security risk assessments and vulnerability analyses.
- Implement effective workplace violence prevention and intervention programs.
- Master de-escalation techniques for managing aggressive or agitated individuals.
- Design and manage integrated security technology systems, including access control and surveillance.
- Ensure compliance with key regulatory standards like HIPAA and The Joint Commission.
- Develop and lead emergency preparedness drills and crisis response protocols.
- Enhance the protection of vulnerable patient populations, including infants and psychiatric patients.
- Integrate security protocols seamlessly with patient safety and care delivery objectives.
- Analyze security incidents and implement corrective actions to prevent recurrence.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can directly apply the learned concepts to their professional environments. This course moves beyond theoretical lectures to engage attendees in a dynamic learning experience. Central to our approach are real-world case studies of security incidents in healthcare facilities, which are analyzed in group discussions to extract critical lessons and best practices. Participants will engage in role-playing scenarios focused on de-escalation and crisis communication, providing a safe space to practice and refine these vital skills. Interactive workshops will guide attendees through the process of conducting a security risk assessment and developing a site-specific emergency response plan. Collaborative team exercises encourage the sharing of diverse perspectives and solutions to complex security challenges. Our expert instructors facilitate a continuous feedback loop, ensuring that individual questions are addressed and that the content is directly relevant to the participants' unique operational contexts. This hands-on, problem-solving approach guarantees a deeper understanding and mastery of strategic healthcare security management.

Course Agenda (Course Units):

Unit One: Foundations of Modern Healthcare Security

- The Unique Security Environment of Healthcare Facilities.
- Key Terminology: Security, Safety, and Risk Management.
- Legal and Regulatory Frameworks: HIPAA, HITECH, and The Joint Commission.
- The Role of the Security Department in Patient Care and Experience.
- Developing a Strategic Security Management Plan.
- Ethical Considerations in Healthcare Security Operations.
- Understanding the Intersection of Physical and Cybersecurity Threats.

Unit Two: Security Risk Assessment and Mitigation

- Conducting a Comprehensive Healthcare Security Risk Assessment.
- Threat Identification and Vulnerability Analysis.
- Principles of Crime Prevention Through Environmental Design (CPTED) in Hospitals.
- Protecting High-Risk Areas: Emergency Departments, Pharmacies, and Nurseries.
- Developing Effective Risk Mitigation Strategies.
- Security Budgeting and Resource Allocation.
- Documenting and Reporting Security Risks to Leadership.

Unit Three: Operational Security and Protective Measures

- Managing Access Control: Policies, Technologies, and Visitor Management.
- Effective Use of Video Surveillance and Monitoring Systems.
- Infant and Pediatric Abduction Prevention Systems and Protocols.
- Security Personnel Management: Selection, Training, and Performance.
- Patrol Strategies and Techniques for Healthcare Environments.
- Securing and Managing the Hospital Morgue and Patient Valuables.
- Liaison with Law Enforcement and External Agencies.

Unit Four: Workplace Violence Prevention and De-escalation

- Understanding the Spectrum of Workplace Violence in Healthcare.
- Developing a Comprehensive Workplace Violence Prevention Program.
- Behavioral Recognition and Threat Assessment Techniques.
- Verbal De-escalation and Conflict Resolution Skills.
- Non-violent Crisis Intervention Strategies.
- Managing Aggressive Patients, Visitors, and Staff.
- Post-Incident Response and Support for Affected Staff.

Unit Five: Emergency Preparedness and Crisis Management

- Developing an All-Hazards Emergency Operations Plan (EOP).
- Hospital Incident Command System (HICS) for Security Incidents.
- Response Protocols for Critical Events: Active Shooter, Bomb Threat, and Hazmat.
- Planning for and Managing Patient Elopement.
- Mass Casualty Incident (MCI) Security and Crowd Control.
- Business Continuity and Recovery After a Security Crisis.
- Conducting and Evaluating Emergency Drills and Exercises.

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 facilities balance the need for a welcoming, open environment with the implementation of stringent security measures without compromising patient care and experience?

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

This course distinguishes itself by adopting a holistic, patient-centric philosophy toward healthcare security, moving beyond the conventional focus on physical barriers and enforcement. Its primary unique quality is the deep integration of security management with patient safety and the overall healing mission of a healthcare organization. While other courses may teach security protocols in isolation, this program emphasizes how every security measure must be evaluated for its impact on patient care, comfort, and trust. We explore the nuanced psychology of the healthcare environment, focusing extensively on advanced de-escalation and communication techniques tailored for interactions with patients and families in distress. The curriculum is built upon real-world, contemporary case studies, addressing emerging threats such as targeted violence and the security implications of telehealth. Rather than just presenting technological solutions, we challenge participants to think strategically about creating a culture of safety where security is a shared responsibility among all staff, from clinicians to administrators. This forward-thinking approach ensures that graduates are not just security managers, but strategic leaders who can build resilient, safe, and truly therapeutic environments.