Clinical Risk and Patient Safety Best Practices Training Course

Professional Development Training Course Outline

Category	Risk Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The modern healthcare ecosystem is characterized by unprecedented complexity, technological integration, and heightened patient expectations. This landscape magnifies the potential for Adverse Events (AEs), making proactive Clinical Risk Management (CRM) an absolute imperative, not merely a compliance issue. A systemic approach is essential to move beyond individual error blame and foster a robust Culture of Safety. Clinical Risk and Patient Safety Best Practices Training Course provides healthcare professionals with the High-Reliability Organization (HRO) principles and evidence-based best practices necessary to identify, analyze, and mitigate systemic vulnerabilities, thereby safeguarding both patients and institutional integrity in a rapidly evolving clinical environment.

This specialized training is designed to bridge the gap between regulatory requirements and real-world clinical application. We focus on cutting-edge challenges, including diagnostic error reduction, medication safety in transitions of care, and combating the risks of medical misinformation and cybersecurity breaches on patient data (PHI). Participants will master crucial methodologies like Root Cause Analysis (RCA) and Failure Mode and Effects Analysis (FMEA) to drive sustainable Quality Improvement (QI) initiatives. By embracing Patient and Family Engagement and Just Culture principles, graduates will be equipped to become Patient Safety Advocates and leaders in transforming their organizations toward zero preventable harm.

Programme Curriculum

Clinical Risk and Patient Safety Best Practices Training Course

Introduction

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proactive Clinical Risk Management (CRM) an absolute imperative, not merely a compliance issue. A systemic approach is essential to move beyond individual error blame and foster a robust Culture of Safety. Clinical Risk and Patient Safety Best Practices Training Course provides healthcare professionals with the High-Reliability Organization (HRO) principles and evidence-based best practices necessary to identify, analyze, and mitigate systemic vulnerabilities, thereby safeguarding both patients and institutional integrity in a rapidly evolving clinical environment.

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Course Duration

5 days

Course Objectives

1. Apply Root Cause Analysis and Failure Mode and Effects Analysis to proactively identify and analyze clinical processes prone to Adverse Events (AEs).
2. Champion a Just Culture and Non-Punitive Reporting System to promote transparency and open communication among multidisciplinary teams.
3. Implement cognitive Decision Support Tools and Team-Based Diagnostic Protocols to minimize the 'Big Three' diagnostic errors.
4. Strategically manage Medication Reconciliation across Transitions of Care to mitigate harm and address the WHO's Medication Without Harm global challenge.
5. Evaluate and govern the risks associated with the integration of Artificial Intelligence (AI), EHR utilization, and the growing threat of Cybersecurity Breaches.
6. Integrate principles of Patient and Family Engagement and address the risks of Medical Gaslighting by prioritizing patient concerns and health literacy.
7. Translate HRO tenets preoccupation with failure, reluctance to simplify into practical, day-to-day clinical operations.
8. Implement and rigorously adhere to Surgical Safety Checklists and pre-operative team communication protocols to reduce operative complications and claims.
9. Understand the current regulatory and Accreditation Readiness standards and their relationship to Liability Management.
10. Develop and monitor effective Infection Control programs to reduce Healthcare-Associated Infections (HAIs), especially in long-term care settings.
11. Analyze the impact of staff fatigue, workload, and human factors on error, and design safer workflows.
12. Design and manage an effective Reporting and Learning System for tracking Sentinel Events and communicating lessons learned across the organization.
13. Utilize Data Analytics and performance metrics to measure the impact of risk mitigation strategies and drive continuous Quality Improvement (QI).

Target Audience

1. Clinical Risk Managers & Patient Safety Officers

2. Hospital & Clinic Administrators / Executive Leadership
3. Physicians (MD/DO) and Advanced Practice Providers (NP, PA)
4. Registered Nurses (RN) and Clinical Team Leaders
5. Quality Improvement (QI) & Accreditation Specialists
6. Infection Control Professionals & Pharmacy/Medication Safety Staff
7. Legal/Compliance Officers & Claims Management Professionals
8. Health Information Technology (HIT) & EHR Governance Teams

Course Modules

Module 1: Foundational Principles of Clinical Risk Management (CRM)

- Defining Risk, Harm, and the Spectrum of Adverse Events.
- Establishing a Just Culture and Blame Culture.
- Overview of the WHO's 4-step CRM process and Clinical Governance.
- Applying principles of High-Reliability Organizations in healthcare.
- Medical Malpractice basics and the duty to prevent harm.
- Case Study: Analysis of a fatal medication error traced to a lack of a Just Culture discouraging staff from reporting near-misses.

Module 2: Proactive Risk Identification and Analysis

- Utilizing FMEA (Failure Mode and Effects Analysis) for process design.
- Deep dive into Root Cause Analysis methodology.
- Designing a Non-Punitive Reporting System for "Near Misses" and errors.
- Leveraging Patient Safety Indicators and trend analysis.
- Identifying risks related to the physical environment
- Case Study: Conduct a simulated FMEA on a new electronic ordering process for high-risk anticoagulants to identify potential failure points before implementation.

Module 3: Medication Safety and Pharmacy Risk

- Protocols for safe storage, prescribing, and administration.
- Best practices during Transitions of Care
- Implementing the global safety challenge priorities.
- Utilizing Clinical Decision Support and smart pumps.
- LASA Risks: Strategies to manage Look-Alike, Sound-Alike medications.
- Case Study: Review of a claim resulting from a patient receiving the wrong dosage after a change in care setting, highlighting failure in Medication Reconciliation at discharge.

Module 4: Diagnostic and Communication Error Mitigation

- Understanding the 'Big Three' and cognitive biases
- Implementing standardized workflows and Second Opinions for complex cases.
- Strategies for effective clinical Handover/Handoff
- Techniques for integrating patient concerns and improving Health Literacy.
- Principles of Candid Communication following an Adverse Event.
- Case Study: Analyze a case of delayed cancer diagnosis due to communication failure between primary care and specialty services, and lack of test result follow-up protocols.

Module 5: Technology, AI, and Cybersecurity Risk

- Designing EHR systems to prevent errors
- Ethical and safety guidelines for integrating Artificial Intelligence in Clinical Settings.
- Compliance with regulations like HIPAA and GDPR.
- The direct impact of breaches on clinical operations and patient care continuity.
- Managing risk in remote monitoring and virtual care.
- Case Study: Simulation of a hospital-wide Ransomware Attack and the required risk mitigation plan for maintaining patient safety during system downtime.

Module 6: Surgical and Procedure Safety

- Mandatory elements and effective implementation.
- Ensuring consistent and robust pre-procedure verification.
- Protocol design and human factors.
- Managing transitions to recovery, pain management, and preventing complications.
- Risk control for reusable equipment and device failure.
- Case Study: Analyze a Wrong-Site Surgery event, performing an RCA to identify failures in the consent, marking, and time-out processes.

Module 7: Specialized Risk Areas

- Best practices for hand hygiene, central line care, and catheter management.
- Risk assessment, fall prevention programs, and environmental controls.
- Protocols for assessment, staging, and prevention.
- Recognizing and mitigating risks to healthcare workers.
- Suicide prevention protocols and managing violence risk in mental health settings.
- Case Study: Developing a facility-wide Fall Reduction Program based on an analysis of high-risk patient populations and unit-specific fall patterns.

Module 8: Sustaining and Improving Safety

- Defining, tracking, and reporting Patient Safety Indicators.
- Applying cycles to risk strategies.
- Preparing for regulatory surveys and managing follow-up action plans.
- Effectively conveying complex risk data to staff, leadership, and the public.
- Developing a personal and organizational culture of lifelong learning in safety.
- Case Study: Creating a Quality Improvement Plan to decrease the rate of a specific HAI, including metric setting, intervention, and analysis phases.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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