Healthcare Risk Management - Planning, Response, and Recovery 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

Healthcare Risk Management - Planning, Response, and Recovery Training Course is strategically designed to equip healthcare professionals with the critical skills and strategic frameworks necessary to navigate the increasingly complex landscape of patient safety, regulatory compliance, and organizational resilience. In the face of evolving threats from cybersecurity breaches and pandemic preparedness to medical errors and workforce shortages proactive Enterprise Risk Management (ERM) is no longer optional, but a strategic imperative. By focusing on the full risk cycle planning, real-time response, and long-term recovery this program empowers participants to develop and implement robust risk mitigation strategies that protect both patients and the financial and reputational health of their organizations.

The program emphasizes a holistic, data-driven approach to risk management, moving beyond traditional claims management to embrace proactive risk identification and a culture of safety. Participants will gain practical expertise in utilizing Root Cause Analysis (RCA), Failure Mode and Effects Analysis (FMEA), and modern crisis communication techniques to manage acute incidents. Crucially, the course introduces principles of Business Continuity Planning (BCP) and organizational recovery to ensure rapid and effective return to normal operations following a major disruption. Mastering these concepts is essential for healthcare leaders committed to quality improvement, value-based care, and building a resilient healthcare system capable of sustaining high-quality services under pressure

Programme Curriculum

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Course Duration

5 days

Course Objectives

The participant will be able to:

1. Integrate Enterprise Risk Management (ERM) principles into organizational strategy for value creation.
2. Conduct proactive risk identification using advanced tools like FMEA for high-risk clinical processes.
3. Implement effective patient safety protocols to reduce adverse events and medical error rates.
4. Analyze and ensure robust regulatory compliance with HIPAA, CMS, and accreditation standards.
5. Develop comprehensive emergency management plans for natural disasters and mass casualty events.
6. Formulate rapid and coordinated crisis response strategies, including clear triage and command structures.
7. Apply advanced Root Cause Analysis (RCA) methodologies to significant clinical and operational incidents.
8. Strengthen cybersecurity protocols and data privacy protection to mitigate breaches and protect PHI.
9. Design business continuity plans (BCP) to maintain critical operations during system disruptions.
10. Assess and build organizational and workforce resilience to combat burnout and promote well-being.
11. Master effective crisis communication techniques for internal and external stakeholders.
12. Evaluate and manage financial and insurance risks, including claims and professional liability.
13. Drive a culture of safety and reporting through leadership engagement and non-punitive systems.

Target Audience

1. Healthcare Risk Managers and Professionals
2. Hospital Administrators and Senior Leadership (CEOs, COOs)
3. Patient Safety Officers and Quality Improvement Directors
4. Compliance Officers and Legal Counsel
5. Emergency Preparedness and Disaster Coordinators
6. Clinical Leaders (Chief Medical Officers, Chief Nursing Officers)
7. Department Managers (Surgical, ED, Pharmacy)
8. Health IT and Cybersecurity Professionals

Course Modules

Module 1: Foundations of Enterprise Risk Management (ERM)

- Introduction to ISO 31000 and the ASHRM ERM model.
- Strategies for fostering a non-punitive, reporting-friendly environment.
- Tools like Risk Registers and Heat Maps.
- Overview of accreditation, state, and federal requirements.
- Case Study: Analyzing a mid-sized hospital's transition from traditional claims management to an ERM-based value protection strategy.

Module 2: Proactive Planning & Risk Mitigation

- Applying FMEA to high-volume, complex clinical pathways.
- Best practices to reduce legal exposure.
- Managing EMR downtime, interoperability, and system failure risks.
- Addressing burnout, staff shortages, and workplace violence prevention.
- Case Study: Using FMEA to redesign the surgical time-out and medication reconciliation process to prevent wrong-site surgery and dosing errors.

Module 3: Clinical Risk and Patient Safety

- Strategies for preventing Hospital-Acquired Conditions (HACs).
- Focus on obstetrics, emergency department, and surgical services.
- Immediate actions and reporting requirements.
- Role of risk management in outbreak preparedness and response.
- Case Study: Simulating the response and investigation following a retained foreign object (RFO) event in the operating room.

Module 4: Crisis and Emergency Preparedness

- Conducting a risk assessment for organizational-specific threats.
- Implementing a clear command and control structure.
- Designing effective tabletop and functional exercises.
- Ensuring critical resource availability during a crisis.
- Case Study: Developing an HVA and creating a tailored activation and communication plan for a major regional flood event.

Module 5: Real-Time Incident Response

- Immediate actions following a major event
- Protocols for securing the environment and protecting evidence.
- Managing the internal and external message in the first hour.
- Making resource allocation decisions under extreme pressure.
- Case Study: A real-time simulation of a hospital-wide power outage, focusing on immediate staff roles and rapid patient transfer protocols.

Module 6: Investigation and Root Cause Analysis (RCA)

- Tools and techniques for systemic investigation, not just individual blame.
- Analyzing system design for error traps.
- Best practices for gathering non-biased information.

- Creating measurable, sustainable system-level corrective actions.
- Case Study: Performing a mock RCA on a series of patient falls, identifying underlying issues in unit design and staffing protocols.

Module 7: Recovery and Business Continuity Planning (BCP)

- Identifying mission-critical functions and recovery time objectives (RTOs).
- Planning for system and data restoration following a cyber-attack or failure.
- Supporting staff and patients through the trauma of an event.
- Documentation for claims and maximizing insurance payouts.
- Case Study: Drafting a BCP for an Outpatient Clinic network focused on quickly relocating services and restoring EHR access following a critical system failure.

Module 8: Emerging Risks and Future Trends

- Mitigation strategies and post-breach response.
- Addressing new legal and technical exposures.
- Managing risk in clinical decision support systems.
- Identifying and mitigating systemic disparities in care.
- Case Study: Evaluating the risk of an integrated AI diagnostic tool and developing a governance structure to manage algorithmic bias and clinical liability.

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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