Medical Liability and Claims Risk Management 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

Medical Liability and Claims Risk Management are non-negotiable disciplines critical for ensuring Patient Safety and maintaining the financial and reputational stability of modern healthcare organizations. The evolving regulatory landscape, coupled with an increasing public awareness of healthcare outcomes, mandates a proactive approach to risk mitigation. Medical Liability and Claims Risk Management Training Course is designed to equip healthcare professionals and administrative staff with the advanced knowledge and strategic tools necessary to navigate the complex challenges of Medical Malpractice and manage associated claims effectively. A strong focus is placed on establishing robust Enterprise Risk Management (ERM) frameworks, improving Quality Assurance processes, and implementing Patient Safety Culture initiatives to reduce adverse events.

The core objective is to shift the organizational mindset from reactive damage control to proactive loss prevention. By mastering the identification, analysis, and control of clinical and operational risks, participants will learn how to minimize legal exposure and financial losses from litigation. Key areas covered include best practices in Documentation, Informed Consent, and effective Adverse Event Disclosure. Through practical Case Studies and interactive modules, this course provides a tangible pathway to enhance Clinical Governance, foster a culture of accountability, and ultimately, improve the quality and reliability of patient care in a high-stakes, digitally transforming healthcare environment.

Programme Curriculum

Medical Liability and Claims Risk Management Training Course

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Course Duration

5 days

Course Objectives

1. Integrate an Enterprise Risk Management (ERM) framework into clinical and administrative operations.
2. Analyze the legal and regulatory framework of Medical Malpractice and Professional Negligence claims.
3. Implement robust strategies for enhancing Patient Safety Culture and reducing Preventable Harm.
4. Master best practices for comprehensive and defensible Clinical Documentation and Health Record Management.
5. Evaluate the critical elements of Informed Consent and refusal, especially for complex or high-risk procedures.
6. Develop protocols for effective and compassionate Adverse Event Disclosure and apology statutes compliance.
7. Apply structured methodologies like Root Cause Analysis (RCA) and Failure Mode and Effects Analysis (FMEA) for incident investigation.
8. Understand the lifecycle of a Medical Liability Claim, from initial notification through discovery and litigation.
9. Formulate effective Risk Mitigation Strategies across high-risk clinical areas
10. Assess the impact of emerging risks, including Cybersecurity and Telemedicine Liability.
11. Collaborate with legal and insurance teams on Claims Defense Best Practices and settlement decisions.
12. Utilize Data Analytics and Risk Trending to identify recurrent vulnerabilities and drive continuous Quality Improvement.
13. Manage the professional and personal stress associated with Litigation and promote Staff Wellbeing.

Target Audience

1. Healthcare Risk Managers and Coordinators
2. Hospital Administrators and Directors
3. Quality Improvement (QI) and Patient Safety Officers
4. Chief Medical Officers (CMOs) and Clinical Department Heads
5. Attorneys and Legal Counsel specializing in healthcare
6. Claims Adjusters and Insurance Professionals in Medical Professional Liability

7. Credentialing and Compliance Officers
8. Physicians, Surgeons, and Advanced Practice Providers

Course Modules

Module 1: Foundations of Healthcare Risk Management

- Defining Enterprise Risk Management in healthcare and its domains.
- The connection between Patient Safety and Liability Reduction.
- Introduction to the risk management cycle.
- Understanding the financial impact of claims.
- Case Study: Analyzing a multi-million-dollar claim arising from a series of minor, uncorrected operational failures.

Module 2: The Legal Landscape of Medical Liability

- Elements of a Medical Malpractice Claim.
- Defining the Standard of Care and its legal implications.
- Statutes of Limitations and repose in liability actions.
- Vicarious Liability, Corporate Negligence, and Deep Pocket Syndrome.
- Case Study: A claim involving a delayed diagnosis, focusing on the legal test for causation.

Module 3: Proactive Clinical Risk Mitigation

- Risk-reduction strategies in High-Risk Specialties
- Preventing Diagnostic Errors through structured communication and tracking.
- Mitigating Medication Errors via systems-based checks and technology.
- Strategies for managing Human Factors and their impact on care quality.
- Case Study: A catastrophic surgical error.

Module 4: Documentation and Informed Consent

- Principles of Defensible Documentation.
- Navigating the challenges of Electronic Health Records and documentation pitfalls.
- Legal requirements for obtaining valid and Adequate Informed Consent.
- Documentation related to patient non-adherence and refusal of treatment.
- Case Study: A successful claims defense based solely on clear, contemporaneous documentation vs. a failed defense due to 'chart scrubbing'.

Module 5: Incident Reporting and Investigation

- Implementing a Just Culture for non-punitive incident reporting.
- Conducting Root Cause Analysis (RCA) for serious Adverse Events.
- Utilizing Incident Reporting Data for proactive risk trending and system change.
- Managing near-misses and sentinel events effectively.
- Case Study: Using RCA to uncover a systemic failure in handoffs that led to a patient death.

Module 6: Claims Management and Litigation Support

- The claims process flow.
- Strategies for effective communication and cooperation with the Claims Adjuster and legal team.
- The role of the healthcare professional as a Defendant and Expert Witness.

- Managing the financial and emotional impact of Litigation Stress on staff.
- Case Study: A mock deposition and cross-examination demonstration to prepare staff for legal proceedings.

Module 7: Emerging Risks and Compliance

- Managing risks associated with Telemedicine, Remote Monitoring, and digital health platforms.
- Protecting patient data.
- Physician-Hospital Alignment risks and credentialing liability.
- Risk in the age of AI in Diagnostics and the future of accountability.
- Case Study: A data breach scenario exploring immediate response, regulatory reporting, and resulting legal exposure.

Module 8: Communication and Resolution Programs (CRPs)

- Principles of transparent and compassionate Adverse Event Disclosure.
- The role of apology laws and Communication and Resolution Programs (CRPs).
- Negotiation and mediation skills for effective Claims Settlement.
- Integrating lessons learned from claims into Continuous Quality Improvement
- Case Study: Role-playing a successful disclosure meeting that led to early resolution and patient retention.

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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