



HS233: Performance and Risk Management in Healthcare

Training Description:

This training course deals with the discipline of dealing with the possibility that some future event will cause harm. It provides strategies, techniques, and an approach to recognizing and confronting any threat faced by an organization in fulfilling its mission. It considers the questions: What can go wrong?, What will we do?, and How will we pay for it?

Training Objectives:

By the end of the training, participants will be able to gain:

- ✓ Understanding of key issues in the field of healthcare quality
- ✓ An appreciation of both the importance and the difficulties associated with data collection and analysis and monitoring of patient outcomes
- ✓ An understanding of process improvement, performance improvement
- ✓ An understanding of the role of organizational leaders and how they impact on quality issues.

Training Designed for:

This course is intended for healthcare executive steering organisational decisions, a clinical manager overseeing patient care, a risk coordinator navigating liability challenges, or any professional striving for excellence in healthcare risk management, this course provides the knowledge and tools needed to lead transformative change and foster a patient-centric approach within the healthcare ecosystem.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

This training course is available upon request in English or Arabic, virtual online live or face to face public/inhouse. Content, location and duration can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ **Understanding Healthcare Risk Management**
 - Introduction to Healthcare Risk Management
 - Healthcare Laws & Regulations Across Borders
 - Activity: Case Study Analysis
 - Patient Safety & Quality Improvement
 - Activity: Group Discussion & Action Planning
- ❖ **Risk Assessment & Mitigation Strategies**
 - Advanced Risk Assessment Techniques
 - Activity: Risk Mitigation Simulation
 - Medical Malpractice & Liability Management
 - Breakout Session: Role-Playing Ethical Dilemmas
 - Data Protection & Privacy in Healthcare

- Activity: Data Protection Action Plan
- ❖ **Ethics, Communication & Stakeholder Engagement**
 - Ethical Decision-Making in Healthcare
 - Activity: Ethical Case Study Discussion
 - Effective Communication During Adverse Events
 - Activity: Communication Role-Plays
 - Leadership in Healthcare Risk Management
 - Breakout Session: Risk Management Action Plan
 - Future Trends in Healthcare Risk Management
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ To be advised as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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