BLACKBIRD FOR TRAINING

Patient Safety & Quality Improvement

15 – 19 November 2027
London (UK)



Patient Safety & Quality Improvement

Ref: 328738_226692 **Date:** 15 – 19 November 2027 **Location:** London (UK) **Fees:** 6100 GBP

Why This Course

Patient safety and quality improvement are the foundation of effective and ethical healthcare delivery.

Reducing medical errors, enhancing system reliability, and building a culture of safety are essential for improving patient outcomes and organizational performance.

This program provides participants with the tools, frameworks, and best practices to identify safety risks, improve processes, and strengthen quality systems in hospitals and healthcare organizations.

It aligns with international standards, including the WHO's Patient Safety Framework, the Joint Commission International JCI, and ISO 9001 for Healthcare Quality Management.

What You'll Learn and Practice

By joining this program, you will:

- Understand the principles and frameworks of patient safety and quality improvement.
- Identify, analyze, and mitigate safety risks in clinical and non-clinical settings.
- Learn to design, implement, and evaluate quality improvement initiatives.
- Strengthen leadership and teamwork for fostering a culture of safety.
- Gain practical tools to measure, monitor, and sustain healthcare quality outcomes.

The Program Flow

Day 1: Introduction to Patient Safety and Quality Concepts

- The evolution of patient safety and quality improvement in healthcare.
- Defining patient safety, quality, and clinical excellence.
- The cost of medical errors and the importance of a safety culture.
- Global initiatives: WHO, JCI, and national healthcare quality programs.
- Workshop: Identifying safety gaps within your organization.



Day 2: Risk Identification and Root Cause Analysis

- Understanding human and system factors in safety incidents.
- Techniques for risk assessment and event analysis.
- Root Cause Analysis RCA and Failure Mode and Effects Analysis FMEA.
- Case study: analyzing a real patient safety incident to identify root causes.
- Practical exercise: developing a corrective and preventive action plan.

Day 3: Quality Improvement Tools and Methodologies

- Key methodologies: PDCA, Lean Healthcare, and Six Sigma.
- Setting quality objectives and performance indicators KPIs.
- Using data for decision-making and performance measurement.
- Process mapping and workflow redesign for safer care delivery.
- Group activity: designing a mini quality improvement project.

Day 4: Building a Culture of Safety and Teamwork

- The role of leadership in patient safety culture transformation.
- Communication and teamwork models SBAR, TeamSTEPPS.
- Reporting systems: incident reporting and learning from near-misses.
- Empowering staff to speak up and prevent harm.
- Simulation: improving communication in a high-stakes healthcare scenario.

Day 5: Accreditation, Sustainability, and Continuous Improvement

- Aligning quality and safety programs with accreditation standards JCI, ISO, CBAHI.
- Monitoring, auditing, and sustaining quality performance over time.
- Integrating safety and quality into strategic planning.
- Action workshop: developing a patient safety and quality improvement roadmap.

Individual Impact

- Gain a clear understanding of patient safety science and quality improvement principles.
- Strengthen analytical, communication, and leadership skills for safety initiatives.
- Build confidence in managing adverse events and corrective actions.
- Learn to design and evaluate measurable quality improvement projects.
- Develop the mindset to drive a culture of continuous learning and safety.



Work Impact

- Reduce medical errors and improve overall patient outcomes.
- Enhance compliance with national and international accreditation standards.
- Strengthen accountability, transparency, and performance improvement.
- Improve patient satisfaction and institutional reputation.
- Foster an organizational culture of safety, collaboration, and excellence.

Training Methodology

This program combines evidence-based learning with hands-on practice to ensure participants can apply the principles immediately within their healthcare settings.

Learning methods include:

- Real-world patient safety case studies and simulations.
- Group exercises on risk analysis and process improvement.
- Interactive discussions on quality standards and accreditation.
- Team-based learning using Lean and Six Sigma tools.
- Development of a customized improvement action plan.

Beyond the Course

Upon completion, participants will be equipped to lead patient safety and quality improvement initiatives that deliver measurable impact.

They will leave with the frameworks, tools, and confidence to build safer systems, enhance patient trust, and achieve excellence in healthcare delivery.

