



Patient Safety Fundamentals for Healthcare Professionals Training Course

20 – 24 September 2027
Kuala Lumpur

Patient Safety Fundamentals for Healthcare Professionals Training Course

Ref: 1339_198943 **Date:** 20 – 24 September 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

Patient Safety Fundamentals for Healthcare Professionals Training Course is a one-week foundation course for healthcare professionals, clinical support teams, quality personnel, service coordinators, and supervisors who leave with a Unit Patient Safety Improvement Plan. Participants connect safety culture, systems thinking, human factors, risk recognition, reliable communication, care safeguards, incident reporting, patient engagement, measurement, and team learning. Agile Leaders Training Center presents patient safety fundamentals as daily systems practice.

Who Should Attend

- Teams responsible for direct care and clinical support processes
- Personnel responsible for quality, risk, and service coordination
- Functions responsible for medication and procedure safeguards
- Teams responsible for incident reporting and learning
- Supervisors responsible for communication and safe work systems

The course assumes participants contribute to healthcare delivery or support processes, and it leaves out clinical licensure, professional certification, regulatory authorization, and specialist investigation credentials.

Departments and Industries

The course supports departments and industries that design, deliver, coordinate, and monitor safe care.

- Hospitals, clinics, and ambulatory care services
- Diagnostic, pharmacy, and rehabilitation services
- Healthcare quality, risk, and patient-experience departments
- Long-term care and community health organizations
- Health-service administration and support functions

Learning Objectives

By the end of this course, participants will be able to:

- Analyze patient-safety risks through a systems lens
- Apply human-factors and safety-culture principles
- Use structured communication and handoff checks
- Evaluate medication and procedure safeguards
- Build an incident-learning and measurement record



- Create a unit patient-safety improvement plan

Course Agenda

Day 1: Patient Safety Systems and Culture

- Patient Safety System and Harm Pathway Map
- Safety Culture Domain Assessment
- Human Factors and Work-System Screen
- Just and Learning Response Decision Guide
- Patient and Family Engagement Map

Day 2: Risk Recognition and Communication

- Care-Process Hazard Identification Checklist
- Risk Likelihood and Consequence Matrix
- Structured Handoff Communication Template
- Speak-Up and Escalation Pathway
- Team Situation-Awareness Briefing Card

Day 3: Medication and Procedure Safeguards

- Medication Process Safety Barrier Map
- Patient, Procedure, and Site Verification Checklist
- Diagnostic Result Follow-Up Tracker
- Care Transition Safety Check
- Patient Information and Teach-Back Record

Day 4: Incident Learning and Measurement

- Incident and Near-Miss Reporting Form
- Event Timeline and Contributing-Factor Map
- Learning Action and Ownership Register
- Structure, Process, and Outcome Measure Sheet
- Safety Learning Feedback Loop

Day 5: Patient Safety Improvement Practice

- Exercise: Safety Culture and Human-Factors Review
- Exercise: Risk and Handoff Simulation
- Exercise: Safeguard Reliability Challenge
- Exercise: Incident Learning and Measure Selection
- Capstone Exercise: Unit Patient Safety Improvement Plan



Practical Exercises

The course uses suggested activities drawn from inpatient care, ambulatory services, diagnostics, pharmacy operations, and care transitions.

- Suggested activity: map a care process, identify system and human-factor hazards, and assign practical barriers and escalation points.
- Suggested activity: conduct a structured handoff and speak-up simulation using incomplete, changing, and time-sensitive information.
- Suggested activity: examine a near miss, construct an event timeline, identify contributing factors, and record learning actions without assigning blame.
- Suggested activity: select measures and build a unit improvement plan linking safeguards, ownership, feedback, and review.

FAQs

What are patient safety fundamentals?

Patient safety fundamentals combine systems thinking, safety culture, human factors, communication, care safeguards, incident learning, patient engagement, teamwork, and measurement to reduce avoidable weaknesses in care processes.

Who suits patient safety fundamentals training, and what does it assume?

Patient safety fundamentals training suits healthcare and support personnel who contribute to care processes, quality, risk, coordination, supervision, or incident learning and need a shared foundation.

How does patient safety fundamentals training differ from advanced incident investigation training?

Patient safety fundamentals training builds broad safety practices and basic event learning, while advanced incident investigation training develops deeper investigative analysis, governance, interviewing, and specialist review techniques.

How does incident reporting support patient safety?

Incident reporting supports patient safety by making hazards, adverse events, and near misses visible for review, feedback, action tracking, and organizational learning.



Conclusion

The course integrates safety culture, human factors, risk recognition, communication, safeguards, incident learning, patient engagement, teamwork, and measurement. Participants take back a Unit Patient Safety Improvement Plan containing maps, checklists, reporting forms, learning records, measures, and ownership actions. The plan changes how their teams identify risks, learn from events, and organize practical safety improvements.