



## Patient Safety Leadership for Emerging Healthcare Leaders Training Course

20 – 24 September 2027  
Milan

## Patient Safety Leadership for Emerging Healthcare Leaders Training Course

**Ref:** 1377\_201703 **Date:** 20 – 24 September 2027 **Location:** Milan **Fees:** 5700 Euro

### Overview

Patient Safety Leadership for Emerging Healthcare Leaders Training Course is a one-week advanced course for unit managers, clinical supervisors, safety professionals, quality teams, and governance coordinators who leave with a Patient Safety Leadership Action Plan. Participants apply patient safety culture leadership, psychological safety, speaking-up practices, systems thinking, risk escalation, event learning, evidence review, patient involvement, and action assurance. The course converts leadership intent into visible daily behaviors and governed decisions. Agile Leaders Training Center presents patient safety leadership through practical culture, learning, and assurance controls.

### Who Should Attend

- Emerging leaders responsible for clinical teams, units, or services
- Supervisory functions that set expectations and respond to safety concerns
- Patient-safety and quality teams that support leadership decisions
- Clinical governance coordinators who track risks, actions, and assurance
- Improvement functions that facilitate learning across professional groups

The course assumes participants already lead people, coordinate clinical work, or support safety improvement and leaves out executive board governance, technical incident investigation, clinical diagnosis, and legal adjudication.

### Departments and Industries

The course serves departments and industries where emerging leaders influence safety culture, risk decisions, and learning.

- Hospitals, clinics, and ambulatory care networks
- Diagnostic, rehabilitation, and long-term care providers
- Clinical operations, nursing, and allied health departments
- Patient safety, quality, and clinical governance functions
- Healthcare education and service-improvement teams

### Learning Objectives

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



- Analyze leadership influence on patient safety culture
- Apply psychological safety and speaking-up practices
- Use systems thinking to review risks and events
- Evaluate safety signals, escalation, and action quality
- Build team learning and patient-involvement routines
- Build a Patient Safety Leadership Action Plan

## **Course Agenda**

### **Day 1: Leadership Role and Safety Culture**

- Patient Safety Leadership Role and Boundary Map
- Unit Safety Culture Observation Guide
- Leadership Behavior and Safety Impact Matrix
- Safety Expectation and Accountability Charter
- Patient Safety Stakeholder Engagement Map

### **Day 2: Psychological Safety and Speaking Up**

- Psychological Safety Conditions Assessment
- Speaking-Up Invitation and Listening Routine
- Respectful Challenge and Escalation Language Guide
- Just and Restorative Response Decision Framework
- Team Civility and Inclusion Action Checklist

### **Day 3: Risk, Events, and Systems Learning**

- Systems Thinking Event Review Map
- Work-as-Designed and Work-as-Done Comparison
- Patient Safety Risk Escalation Decision Tree
- Learning Response and Feedback Loop
- Patient and Family Involvement Planning Tool

### **Day 4: Evidence, Action, and Assurance**

- Safety Signal and Performance Review Dashboard
- Qualitative and Quantitative Evidence Triangulation
- Safety Action Strength Assessment
- Leadership Walkround Conversation Record
- Patient Safety Action Assurance Register



## **Day 5: Patient Safety Leadership Practice**

- Exercise: Diagnose a Team Safety Culture Pattern
- Exercise: Lead a Speaking-Up Conversation
- Exercise: Review an Event Through Systems Thinking
- Exercise: Challenge and Strengthen a Safety Action
- Capstone Exercise: Patient Safety Leadership Action Plan

## **Practical Exercises**

The course uses leadership scenarios from clinical units, diagnostics, ambulatory care, and long-term care.

- Suggested activity: observe leadership behaviors, team interactions, and local conditions to identify a culture improvement priority.
- Suggested activity: respond to a raised concern with inquiry, appreciation, escalation, and a closed feedback loop.
- Suggested activity: separate individual actions from system influences and test whether proposed safety actions address underlying conditions.
- Suggested activity: combine safety signals and define owners, measures, review points, and assurance evidence.

## **FAQs**

### **Who suits patient safety leadership training, and what does it assume?**

Patient safety leadership training suits emerging unit managers, clinical supervisors, safety professionals, quality teams, and governance coordinators who already lead people or support safety improvement.

### **How does patient safety leadership differ from general patient safety training?**

Patient safety leadership focuses on how leaders set expectations, invite voice, respond to concerns, review evidence, escalate risk, govern actions, and sustain learning rather than teaching broad safety concepts.

### **How can emerging leaders build psychological safety in healthcare teams?**

Emerging leaders build psychological safety by framing uncertainty, inviting participation, listening closely, appreciating concerns, responding productively, addressing harmful conduct, and closing feedback loops.

### **How should patient safety leaders review proposed safety actions?**

Patient safety leaders should test whether actions address system conditions, use evidence, assign ownership, remain feasible, include measures, involve affected people, and produce assurance beyond policy revision or retraining alone.



## **What evidence should patient safety leaders monitor?**

Patient safety leaders should combine incident signals, staff voice, patient experience, operational pressures, culture observations, audit findings, action progress, and evidence from daily work.

## **Conclusion**

The course integrates culture leadership, psychological safety, systems learning, risk escalation, evidence review, and action assurance. Participants take back a Patient Safety Leadership Action Plan defining behaviors, routines, priorities, owners, measures, and review points. The plan helps emerging leaders make safety visible in daily work and turn concerns into learning and stronger controls.