Advanced Patient and Carer Safety Partnership Training Course

2 – 6 November 2026
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 1322_224485 **Date:** 2 – 6 November 2026 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Advanced Patient and Carer Safety Partnership Training Course is a one-week course for healthcare professionals, safety practitioners, quality teams, service managers, and patient-experience teams who leave with a Patient and Carer Safety Partnership Plan. Participants connect inclusive recruitment, accessible communication, shared decisions, escalation, incident learning, co-design, governance, feedback, and measurement. The approach turns lived experience into defined safety roles and improvement actions. Agile Leaders Training Center frames patient and carer partnership as a practical safety discipline.

Who Should Attend

- Functions responsible for patient safety systems and incident learning
- Teams responsible for quality improvement and clinical governance
- Services responsible for patient experience and accessible communication
- Managers responsible for care pathways and service delivery
- Staff responsible for involving patients, carers, and community representatives

The course assumes participants already contribute to healthcare safety, quality, or engagement processes, and it leaves out clinical diagnosis and individual treatment decisions.

Departments and Industries

The course supports departments and industries that involve patients and carers in safer care and service improvement.

- Hospital patient safety and quality functions
- Primary care and community health services
- Long-term care and rehabilitation providers
- Public health and healthcare commissioning teams
- Health charities and patient advocacy organizations

Learning Objectives

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

- Analyze readiness for patient and carer safety partnership
- Build inclusive recruitment and role-definition processes
- Apply accessible communication and shared decision methods
- Use patient evidence in escalation and incident learning
- Evaluate co-design, governance, and feedback arrangements
- Prioritize measures for partnership impact and improvement

Course Agenda

Day 1: Partnership Foundations and Readiness

- Patient and Carer Safety Partnership Maturity Map
- Lived Experience Evidence Collection Framework
- Organizational Readiness and Barrier Diagnostic
- Participation Equity and Inclusion Review
- Partnership Scope and Boundary Canvas

Day 2: Recruitment, Roles and Communication

- Patient Safety Partner Role Profile
- Inclusive Recruitment and Selection Checklist
- Participation Support and Accessibility Plan
- Shared Decision Conversation Method
- Speaking-Up and Escalation Pathway Map

Day 3: Handovers, Incidents and Learning

- Patient-Inclusive Bedside Handover Guide
- Discharge Safety Partnership Checklist
- Patient Safety Event Reporting Route
- Incident Involvement and Disclosure Protocol
- Lived Experience Learning Review Method

Day 4: Co-Design, Governance and Measurement

- Experience-Based Co-Design Cycle
- Patient Advisory Governance Charter
- Feedback-to-Action Tracking Register
- Partnership Risk and Safeguard Matrix
- Engagement Outcome Measurement Dashboard

Day 5: Safety Partnership Practice

- Exercise: Readiness and Inclusion Case Analysis
- Exercise: Shared Decision and Escalation Simulation
- Exercise: Incident Involvement Planning Scenario
- Exercise: Co-Design and Governance Review
- Capstone Exercise: Patient and Carer Safety Partnership Plan

Practical Exercises

The course uses suggested activities based on hospital, community care, rehabilitation, and patient advocacy scenarios.

- Suggested activity: diagnose organizational readiness and identify participation barriers, safeguards, and support needs.
- Suggested activity: plan an accessible shared decision and escalation conversation using a realistic care scenario.
- Suggested activity: define patient and carer involvement in reporting, disclosure, investigation, and learning.
- Suggested activity: build a partnership plan linking roles, governance, actions, feedback, and measures.

FAQs

What is patient and carer safety partnership?

Patient and carer safety partnership is structured collaboration that gives people receiving or supporting care defined ways to influence decisions, report concerns, contribute to incident learning, co-design services, and review safety improvement.

How are patients and carers involved in incident learning?

Patients and carers can contribute accounts, questions, priorities, and improvement ideas through accessible reporting, transparent communication, proportionate participation in reviews, and feedback on resulting actions.

Who suits advanced patient and carer safety partnership training and what does it assume?

Advanced patient and carer safety partnership training suits experienced healthcare safety, quality, service, and engagement practitioners. It assumes responsibility for established safety or improvement processes.

How does patient safety partnership differ from general patient experience training?

Patient safety partnership connects lived experience to safety decisions, escalation, incidents, governance, and assurance. General patient experience training focuses more broadly on perceptions of care and service interactions.

How should patient and carer safety partnership be measured?

Patient and carer safety partnership should be measured through participation quality, representation, influence on decisions, action completion, feedback closure, perceived safety, and evidence of organizational learning.

Conclusion

The course integrates readiness, inclusion, communication, shared decisions, escalation, incident learning, co-design, governance, and measurement. Participants take back a Patient and Carer Safety Partnership Plan containing roles, safeguards, pathways, actions, feedback loops, and measures. The plan changes how organizations convert lived experience into accountable safety improvement.