Patient Affairs Service, Safety, and Experience Management Training Course

28 December 2026 – 1 January 2027
Addis Ababa

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Training Center

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Ref: 1376_224539 **Date:** 28 December 2026 – 1 January 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Patient Affairs Service, Safety, and Experience Management Training Course is a one-week advanced course for patient affairs, relations, experience, governance, quality, and operations teams who leave with a Patient Affairs Management Plan. Participants integrate patient service coordination, rights and responsibilities, communication controls, safety escalation, complaint management, service recovery, patient experience measurement, and satisfaction improvement. The course turns patient feedback into controlled decisions and improvement evidence. Agile Leaders Training Center presents patient affairs management through coordinated service, safety, and experience controls.

Who Should Attend

- Teams responsible for patient affairs, relations, and service coordination
- Functions that manage complaints, feedback, and service recovery
- Patient-experience teams that measure care interactions and improvement priorities
- Clinical governance functions that receive and escalate patient-safety concerns
- Healthcare operations teams that coordinate access, communication, and continuity

The course assumes participants already manage patient interactions, service issues, care coordination, or quality evidence and leaves out clinical diagnosis, treatment decisions, legal adjudication, and marketing.

Departments and Industries

The course serves departments and industries that manage patient relationships, service quality, safety concerns, and experience evidence.

- Hospitals, clinics, and ambulatory care networks
- Diagnostic, rehabilitation, and long-term care providers
- Patient affairs, relations, and experience departments
- Clinical governance, quality, and patient-safety functions
- Healthcare contact centers and service-coordination teams

Learning Objectives

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

- Analyze patient-affairs demand, channels, and service risks
- Apply patient-rights and communication controls
- Use complaint triage, escalation, and service-recovery pathways
- Evaluate patient-safety concerns and governance handoffs
- Analyze patient experience and satisfaction evidence
- Build a Patient Affairs Management Plan

Course Agenda

Day 1: Patient Affairs Governance and Access

- Patient Affairs Mandate and Accountability Map
- Patient Service Channel and Demand Profile
- Rights and Responsibilities Communication Checklist
- Patient Access and Navigation Journey Map
- Confidentiality, Consent, and Representation Control Register

Day 2: Communication and Service Coordination

- Patient Communication Needs Assessment
- Care Information and Expectation Alignment Tool
- Cross-Department Service Coordination Workflow
- Vulnerable-Patient Support and Escalation Matrix
- Patient Request Tracking and Closure Log

Day 3: Complaints and Service Recovery

- Complaint Intake and Classification Framework
- Grievance Triage and Ownership Decision Tree
- Service Recovery Response Protocol
- Complaint Investigation and Evidence Record
- Resolution Communication and Closure Checklist

Day 4: Safety, Experience, and Improvement

- Patient-Safety Concern Escalation Pathway
- Patient Experience Measurement Design Matrix
- Survey, Comment, and Complaint Data Integration
- Experience Issue Prioritization Scorecard
- Patient Affairs Improvement and Assurance Dashboard

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Day 5: Patient Affairs Management Practice

- Exercise: Map a Patient Service Journey
- Exercise: Triage a Complaint and Safety Concern
- Exercise: Design a Service Recovery Response
- Exercise: Analyze Experience Evidence and Priorities
- Capstone Exercise: Patient Affairs Management Plan

Practical Exercises

The course uses patient-affairs scenarios from ambulatory care, hospitals, diagnostics, and long-term care.

- Suggested activity: map a patient request across access, communication, handoffs, ownership, and closure.
- Suggested activity: classify a complaint, separate service and safety issues, assign escalation, and document evidence.
- Suggested activity: combine survey results, comments, complaints, and operational data to identify a service failure point.
- Suggested activity: define improvement actions, measures, responsible functions, and governance review points.

FAQs

Who suits patient affairs management training, and what does it assume?

Patient affairs management training suits experienced patient-relations, experience, governance, quality, and operations personnel who already handle patient interactions, service issues, or improvement evidence.

How does patient affairs management differ from general customer service training?

Patient affairs management adds patient rights, confidentiality, care coordination, safety escalation, grievance evidence, and healthcare governance to service communication and recovery practices.

How should patient complaints be triaged?

Patient complaints should be triaged by issue type, urgency, safety implications, rights concerns, responsible function, evidence needs, communication requirements, and resolution authority.

How are patient safety concerns handled within patient affairs?

Patient safety concerns are identified during intake, protected from routine service closure, escalated to the authorized governance function, documented, communicated appropriately, and tracked through handoff and follow-up.

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How should patient experience and satisfaction evidence be used?

Patient experience and satisfaction evidence should be combined with complaints, comments, walkthroughs, and operational data to locate service failure points, prioritize action, and monitor improvement.

Conclusion

The course integrates governance, communication, complaint resolution, safety escalation, experience measurement, and improvement. Participants take back a Patient Affairs Management Plan defining channels, controls, ownership, decision paths, evidence, and assurance measures. The plan helps healthcare organizations coordinate patient-facing issues and convert recurring feedback into managed service and safety improvements.