

High-Reliability Healthcare Leadership Training Course

5 – 9 April 2027
Kuala Lumpur

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Ref: 1821_236496 **Date:** 5 – 9 April 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

High-Reliability Healthcare Leadership Training Course is a one-week intermediate course for healthcare managers, clinical leaders, patient-safety leaders, quality professionals, operational managers, and governance teams who leave with a Healthcare Reliability Leadership Roadmap. The course connects high-reliability healthcare leadership, HRO principles, safety culture, weak-signal learning, sensitivity to operations, deference to expertise, resilient response, and reliability governance across hospital and ambulatory services. Agile Leaders Training Center delivers this course on healthcare high reliability.

Who Should Attend

- Functions responsible for healthcare strategy, governance, and executive assurance
- Teams responsible for patient safety, quality improvement, and organizational learning
- Clinical groups responsible for operational reliability, escalation, and care coordination
- Managers responsible for staffing, capacity, handoffs, and daily operating conditions
- Assurance functions responsible for risk, audit, performance, and corrective action

The course assumes participants already oversee healthcare services, safety, quality, or operations and leaves out clinical credentialing, incident-specific legal advice, and technical treatment decisions.

Departments and Industries

The course supports leadership and governance functions responsible for reliability in health and care services.

- Hospitals, ambulatory services, and diagnostic centers
- Patient safety, clinical governance, and healthcare quality
- Nursing, medical, pharmacy, and allied-health operations
- Emergency, critical-care, procedural, and community services
- Healthcare risk, internal audit, education, and workforce development

Learning Objectives

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

- Analyze healthcare operations through five HRO principles.
- Apply weak-signal and near-miss learning methods.
- Build safety-culture and speaking-up leadership controls.
- Use operational sensing, huddles, and escalation practices.
- Evaluate resilience and deference-to-expertise decisions.
- Build a reliability maturity and implementation roadmap.

Course Agenda

Day 1: Frame High Reliability

- High-Reliability Organization Principles and Collective Mindfulness Map
- Preoccupation with Failure and Weak-Signal Detection Canvas
- Reluctance to Simplify and Multiple-Explanation Review Method
- Sensitivity to Operations and Real-Time Work-System View
- Deference to Expertise and Commitment to Resilience Decision Model

Day 2: Lead Safety Culture

- Leadership Reliability Commitment and Governance Charter
- Psychological Safety, Speaking-Up, and Response Behavior Checklist
- Just Response and Accountability Conversation Guide
- Near-Miss Reporting, Learning, and Feedback Loop
- High Reliability Health Care Maturity Model Assessment

Day 3: Sense Daily Operations

- Daily Safety Huddle Design and Escalation Board
- Operational Risk, Capacity, Staffing, and Workload Signal Dashboard
- Frontline Observation and Work-as-Done Review Method
- Cross-Department Handoff and Dependency Reliability Map
- Leader Standard Work and Reliability Rounding Record

Day 4: Learn and Build Resilience

- Event Timeline, Contributory Factor, and System Interaction Analysis
- Learning Team and Multiple-Perspective Inquiry Guide
- Resilient Response, Containment, Recovery, and Adaptation Playbook
- Corrective Action Strength and Reliability Test Matrix
- Reliability Measure, Governance Review, and Escalation Scorecard

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Day 5: Practice Reliability Leadership

- Exercise: Detect Weak Signals and Challenge Simplified Explanations
- Exercise: Run a Safety Huddle and Operational Escalation
- Exercise: Defer to Expertise During a Changing Care Scenario
- Exercise: Evaluate Resilient Response and Corrective Action Strength
- Capstone Exercise: Build the Healthcare Reliability Leadership Roadmap

Practical Exercises

The course uses suggested activities to connect high-reliability principles with daily healthcare leadership decisions.

- Suggested activity: classify weak signals and near misses using the five HRO principles.
- Suggested activity: facilitate a safety huddle that integrates capacity, workload, staffing, and care risks.
- Suggested activity: compare simplified explanations with system interactions and frontline evidence.
- Suggested activity: assess reliability maturity and sequence leadership, culture, learning, and process actions.

FAQs

Who suits high-reliability healthcare leadership training, and what does it assume?

High-reliability healthcare leadership training suits managers and governance, safety, quality, clinical, and operational leaders who already oversee services, risks, improvement, or assurance.

How does high-reliability healthcare leadership differ from general quality improvement?

High-reliability healthcare leadership develops persistent attention to weak signals, complexity, operations, expertise, and resilience, while general quality improvement typically focuses on defined processes, measures, tests of change, and sustained performance.

What are the five principles of a high-reliability healthcare organization?

The five principles are preoccupation with failure, reluctance to simplify, sensitivity to operations, deference to expertise, and commitment to resilience.

How do healthcare leaders apply high reliability in daily operations?

Healthcare leaders apply high reliability through safety huddles, operational sensing, speaking-up responses, near-miss learning, frontline observation, escalation, resilient recovery, and governance review.

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Conclusion

Participants take back a Healthcare Reliability Leadership Roadmap. The roadmap connects HRO principles, leadership behaviors, safety culture, weak-signal learning, operational sensing, resilience, measures, and governance actions. It changes high-reliability aspirations into sequenced leadership practices, accountable operating routines, and a traceable basis for reliability improvement across healthcare services.