

# High-Reliability Healthcare Leadership Training Course

14 – 18 June 2027
Lisbon

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**Ref:** 1821_236556 **Date:** 14 – 18 June 2027 **Location:** Lisbon **Fees:** 5700 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.