

Title	Risk Management in Healthcare Settings Diploma
Location	JET Platform (ZOOM)
Type of Activity	Professional Development diploma
Summary of need assessment	<p>In today's complex healthcare environment, proactive risk management offers a powerful solution. This course equips participants with the knowledge and skills to not only improve patient safety and staff well-being, but also achieve significant financial benefits through reduced medical errors, claims, and litigation. Moreover, the course ensures compliance with patient safety regulations and standards, crucial for accreditation. By mastering risk management principles, healthcare professionals gain a competitive edge, opening doors for career advancement in patient safety and quality improvement. Research demonstrates that effective risk management programs directly translate to fewer patient complications and fatalities. Ultimately, empowering healthcare workers with these skills fosters a sense of ownership and accountability, creating a safer and more rewarding work environment for all. As well as providing them with the knowledge and skills necessary to create a safer health care environment for patients and workers alike, so that it helps them to deal effectively with potential risks.</p> <ul style="list-style-type: none"> • Also, this program will also respond to the requirements of the “CPD” program for health personnel in different sectors
Target Audience	For all health care workers, including physicians, clinical pharmacists, pharmacists, allied HCWs, nurses and Dentists
General Goal	<p>1. Equip participants with fundamental risk management skills:</p> <p>This course aims to provide healthcare workers with the foundational knowledge and practical skills to effectively manage risks in their workplace like:</p> <ol style="list-style-type: none"> learning the historical development of risk management in healthcare. Understanding the prevalence and impact of medical errors. Acquiring the ability to identify and assess risks throughout the healthcare process. <p>2. Foster a preventive safety culture:</p> <p>By equipping participants with risk identification and mitigation strategies:</p>

- a. The program encourages a proactive approach to safety.
- b. Ultimately leading to a safer environment for patients and staff.
- c. Develop and implement preventive measures.

3. Develop comprehensive risk management capabilities:

Participants will gain the ability to:

- a. Identify and assess various healthcare-related risks.
- b. Formulate plans to prevent or minimize the risks.
- c. Respond effectively to unforeseen incidents.

4. Promote compliance with international standards:

The program will ensure participants to:

- a. Have a solid understanding of international standards and requirements for risk management in healthcare institutions.

5. Enhance communication and implementation skills:

This course will develop participants' ability to:

- a. Effectively communicate risks to colleagues and stakeholders, and plan for the implementation of preventative measures.
- b. Understanding the role of a risk management specialist.
- c. Fostering a culture of safety through open communication and error reporting.

6. Improve healthcare quality and safety:

By equipping participants with these skills, the program ultimately aims to:

- a. Contribute to a significant improvement in the quality of healthcare services.
- b. Reduction in medical errors, and a permanent enhancement of the safety culture within healthcare institutions.

Professional Diploma

RISK MANAGEMENT IN HEALTHCARE SITTINGS DIPLOMA

Time	Session	presenter	Time
MODULE 1:			
Day 1	Registration	Khaled Abu Azezah	Administration
	Welcome meeting		
	Session 1: Pre-Test		30 minutes
	Session 2: <ul style="list-style-type: none"> ▪ Course overview. ▪ Evolution of risk management over time. ▪ History of RM in Healthcare. ▪ The impact of risks on hospital / organization in general. ▪ What is Risk Management? ▪ Why Risk Management? ▪ Approaches in RM. 		90 minutes
	Session 3: <ul style="list-style-type: none"> ▪ Roles and responsibilities of a hospital risk manager. ▪ Bioethics and Risk Management. ▪ Ethics Committee, Code of Ethics. 		90 minutes
	Session 4: <ul style="list-style-type: none"> ▪ Patient Safety. ▪ Applying Human Factors to Patient Safety. ▪ Adverse Event. 		90 minutes
Day 2	Session 1: <ul style="list-style-type: none"> ▪ Medical Malpractice. ▪ Disclosure of Patient Safety Events. 	Khaled Abu Azezah	100 minutes
	Session 2: <ul style="list-style-type: none"> ▪ Medical files & Documentation. ▪ Consent form. 		100 minutes
	Session 3: <ul style="list-style-type: none"> ▪ Credentialing and Privileging. ▪ Claims Management Program. 		90 minutes
MODULE 2:			

Day 3	Session 1: <ul style="list-style-type: none"> Risk Assessment. What is risk identification? How To identify Risks? Data Resources. 	Khaled Abu Azezah	90 minutes
	Session 2: <ul style="list-style-type: none"> High Risk Settings. Risk Domains. Risk score calculation. 		60 minutes
	Session 3: <ul style="list-style-type: none"> Risk Prioritization. Risk Treatment / Handling. 		60 minutes
	Session 4: <ul style="list-style-type: none"> Risk Register. Corrective action plan. 		90 minutes
Day 4	Session 1: <ul style="list-style-type: none"> Proactive RM / FMEA. 	Dr. Islam Al-Oweidat	90 minutes
	Session 2: <ul style="list-style-type: none"> RM plan. 		60 minutes
	Session 3: <ul style="list-style-type: none"> Reactive RM / RCA. 		60 minutes
	Session 4: <ul style="list-style-type: none"> Workshop. 		90 minutes
MODULE 3:			
Day 5	Session 1: <ul style="list-style-type: none"> IHI Global Trigger Tools. 	Dr. Islam Al-Oweidat	90 minutes
	Session 2: <ul style="list-style-type: none"> 2nd Victim. 		90 minutes
	Session 3: <ul style="list-style-type: none"> Employee Assistance Program (EAP). 		60 minutes
	Session 4: <ul style="list-style-type: none"> Trigger Tools practice. 		60 minutes
Day 6	Session 1: <ul style="list-style-type: none"> Measuring Improvement / KPI's. 		90 minutes

	Session 2: <ul style="list-style-type: none"> Data Collection. Methods of data collection. Data Interpretation, 	Dr. Islam Al-Oweidat	90 Minutes
	Session 3: <ul style="list-style-type: none"> Graphical Representation. Data Reporting 		60 Minutes
	Session 4: <ul style="list-style-type: none"> Dashboards. 		60 minutes
Day 7	Session 1: <ul style="list-style-type: none"> Occupational Safety and Health. 	Dr. Islam Al-Oweidat	50 minutes
	Session 2: <ul style="list-style-type: none"> Handling hazards at hospital. Work Injury. 		60 Minutes
	Session 3: <ul style="list-style-type: none"> Leading causes of employee sickness/absences. Ergonomic. 		60 Minutes
	Session 4: <ul style="list-style-type: none"> The Employee Health program. 		90 minutes
	Session 5: <ul style="list-style-type: none"> OSHA. 		30 minutes
MODULE 4:			
Day 8	Session 1: <ul style="list-style-type: none"> Data Management Process Steps. 	Khaled Abu Azezah	60 minutes
	Session 2: <ul style="list-style-type: none"> Information Resources and Education. 		60 minutes
	Session 3: <ul style="list-style-type: none"> Types of Information Available. 		60 minutes
	Session 4: <ul style="list-style-type: none"> Potential Quality Data Sources. 		50 minutes
	Session 5: <ul style="list-style-type: none"> Goal of Information Management, Types of Information. 		50 minutes
Day 9	Session 1: <ul style="list-style-type: none"> Patient Safety Culture. 		90 minutes

	<ul style="list-style-type: none"> Organizational Culture. WHY patient safety culture? 	Khaled Abu Azezah	
	Session 2: <ul style="list-style-type: none"> Leadership Walk Rounds. 		30 Minutes
	Session 3: <ul style="list-style-type: none"> Applying AHRQ Survey on patient safety culture. 		60 Minutes
	Session 4: <ul style="list-style-type: none"> Workshop / Practice on AHRQ software. 		120 minutes
Day 10	Session 1: <ul style="list-style-type: none"> OVR/IR. Analyzing of Incident. Electronic IR / OVR System. Barriers to Reporting. OVR Process. 	Khaled Abu Azezah	90 minutes
	Session 2: <ul style="list-style-type: none"> RM Rounds. Risk coordinators teams. RM checklists. 		90 Minutes
	Session 3: <ul style="list-style-type: none"> Good Catch Program. 		60 Minutes
	Session 4: <ul style="list-style-type: none"> Safety Huddles. 		60 minutes
Day 11	Session 1: <ul style="list-style-type: none"> 5S+S methodology. 	Khaled Abu Azezah	90 minutes
	Session 2: <ul style="list-style-type: none"> Just Culture. 		90 Minutes
	Session 3: <ul style="list-style-type: none"> Practice on just culture guideline NHS. 		120 Minutes
MODULE 5:			
Day 12	Session 1: <ul style="list-style-type: none"> Pareto chart / 20% 80% principle (with application). 	Khaled Abu Azezah	90 minutes
	Session 2: <ul style="list-style-type: none"> Flow chart, Brain storming. Cause & effect diagram. 		90 minutes

	Session 3: <ul style="list-style-type: none"> ▪ Accreditation Requirements. 		60 minutes
	Session 4: <ul style="list-style-type: none"> ▪ SBAR. 		60 minutes
Day 13	Session 1: <ul style="list-style-type: none"> ▪ Management of Medical Errors. 	Khaled Abu Azezah	90 Minutes
	Session 2: <ul style="list-style-type: none"> ▪ Sentinel Event Process 		60 minutes
	Session 3: <ul style="list-style-type: none"> ▪ System Thinking in Healthcare. 		90 Minutes
	Session 4: <ul style="list-style-type: none"> ▪ Mistake proofing / tools. 		60 minutes
MODULE 6:			
Day 14	Session 1: <ul style="list-style-type: none"> ▪ HVA (Hazard Vulnerable Analysis) & ICRA (Infection Control Risk Analysis). 	Dr. Islam Al-Oweidat	90 minutes
	Session 2: <ul style="list-style-type: none"> ▪ HVA (Hazard Vulnerable Analysis) & ICRA (Infection Control Risk Analysis). CONT.. 		90 minutes
	Session 3: <ul style="list-style-type: none"> ▪ The Swiss Cheese models. 		60 minutes
	Session 4: <ul style="list-style-type: none"> ▪ IPSPG's. 		60 minutes
Day 15	Session 1: <ul style="list-style-type: none"> ▪ High Reliability Organizations. ▪ Principles of human factors engineering. 	Dr. Islam Al-Oweidat	90 minutes
	Session 2: <ul style="list-style-type: none"> ▪ Contributing factors / deep investigation. ▪ Safeguard Analysis. 		90 minutes
	Session 3: <ul style="list-style-type: none"> ▪ RM Frame work. 		90 minutes

Day16-20	<p>- Participants presentations, review of projects (HomeWorks). (5S methodology, IHI trigger tool, RCA, IR initiatives and RM Plan, AHRQ Survey, FMEA and Risk Register)</p> <p>- One group / week</p>	<p>Dr. Islam Al- Oweidat & Khaled Abu Azezah</p>	<p>25 HR</p>
<p>According to CPHRM MODULES / Percentages applied to this course.</p> <ul style="list-style-type: none"> ▪ HEALTH CARE OPERATIONS / 60% ▪ CLINICAL/PATIENT SAETY / 30% ▪ LEGAL AND REGULATORY / 5% ▪ RISK FINANCING / 0% / not applied in Jordan ▪ CLAIMS AND LITIGATION / 5% 			
Evaluation			
Final Exam			