



Patient Safety in Humanitarian Crises: Addressing Healthcare-Related Incidents

Credits	2 credits ECTS
Dates	Two options: <ul style="list-style-type: none">• 5 to 16 June 2023• 13 to 24 November 2023
Format	Online (combination of self-study time and live sessions). Live sessions are mandatory and take place 2-3 times a week, usually in early afternoon CET <i>Online course requires 20-25 hours of dedicated work per week. We recommend that participants allow at least 50% of their time for the course and adapt their professional activity accordingly.</i>
Language	English
Fees	CHF 1'700
Course director	Dr. Aimad Ourahmoune – aimad.ourahmoune@unige.ch

Course overview

Short description

This course has been developed to support healthcare professionals operating in low and middle-income countries in managing healthcare incidents. Despite the dedication and skills of healthcare professionals, incidents in the healthcare field remain unfortunately a reality. When things go wrong it is important not to blame the individuals involved but to look deeper into the root causes of the incident and learn from a

process/system perspective. This course will provide for the participants a solid understanding of the key concepts, strategies, and tools necessary to reduce and prevent risks, mistakes, and harm to patients during healthcare delivery in humanitarian settings.

This course is delivered in partnership with the **International Committee of the Red Cross (ICRC)**, **Médecins sans Frontières (MSF)** and the **Geneva University Hospitals**.

Objectives of the course

At the end of the course, you will be able to:

- Define what are the key concepts related to Quality of care
- Identify and analyse a patient safety incident
- Implement “best practice” tools to prevent a recurrence of the incident
- Create a safety culture and team in your work environment

Workload

Around 20-25 hours of work each week, including:

1. Asynchronous self-study activities (such as case studies, videos, recorded slideshows, readings and e-learning)
2. Synchronous live sessions

Structure of the course

- Key concept of Quality of Care
- Transformative concepts of effectiveness and safety
- Challenges in humanitarian settings
- Healthcare related incident analysis following the “London protocol”
- Communication and patient incident disclosure
- Second victim and regrets management

- Just culture
- Safety culture
- Team building and communication: SBAR, TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety)

Prerequisites

Audience

- Professionals in the humanitarian, development or social sector looking to develop their competencies in patient safety management
- Professionals from any other sectors (private, academic, etc) who wish to increase their understanding of the challenges associated with managing patient safety in a humanitarian setting

Distance Learning

- Broadband/high speed connection - 2.5 Mbps minimum
- Microphone and webcam needed
- Please note that most weekly content and activities are accessible via phone, but a PC/laptop/tablet is preferred

Admission requirements

1. A university qualification (Bachelor's degree or equivalent)
2. At least three years of relevant professional experience
3. Speaking command of English
4. A strong motivation to work in the humanitarian sector