

AGENDA – Patient Safety and Experience Enhancement

Time	Session	Key Focus / Activities
9:00 – 9:10	Welcome & Course Overview	Introductions, course objectives, importance of patient safety and experience
9:10 – 9:30	Key Concepts: Patient Safety & Patient Experience	Definitions, safety culture, patient-centered care
9:30 – 10:00	Safe Clinical Practices & Effective Communication	Evidence-based practices, communication tools (e.g., SBAR), short scenario discussion
10:00 – 10:10	Break	—
10:10 – 10:40	Analyzing Patient Safety Incidents	Common causes, human factors, system issues, case discussion
10:40 – 10:55	Culture of Safety & Teamwork	Speaking up, teamwork, practical actions for safer care
10:55 – 11:00	Key Takeaways & Closing	Summary, next steps, Q&A