



2025 | 2026

# Patient Safety in Humanitarian Crises: Addressing Healthcare-Related Incidents

 <b>Credits</b>	2 ECTS
 <b>Dates</b>	<b>24 November – 5 December 2025</b>
 <b>Format</b>	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.  <b>This online course requires 20-25 hours of dedicated work per week. We recommend that participants devote at least 50% of their time to the course and adjust their professional activities accordingly, with flexibility in working hours.</b>
 <b>Language</b>	English
 <b>Fees</b>	<ul style="list-style-type: none"><li><b>Full price:</b> CHF 1'700</li><li><b>Partner rate (MSF, ICRC):</b> CHF 1'360 (20% discount)</li><li><b>Special Rate for Government and NGO/CBO Staff:</b> CHF 850. Available exclusively to staff from local and national NGOs, CBOs, and government employees in low/middle-income countries. Proof of local employment and salary required.</li></ul>
 <b>Lecturer</b>	Dr Aimad Ourahmoune – <a href="mailto:aimad.ourahmoune@unige.ch">aimad.ourahmoune@unige.ch</a>
 <b>Short Description</b>	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 a humanitarian setting.



## Learning outcomes 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, etc.)
2. Synchronous live sessions (2-3 times per week)



## 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)



## Audience

- Professionals in the humanitarian, development or social sector looking to develop their competences in humanitarian advocacy
- Professionals from other sectors (PR, policy makers, government representatives, grassroot groups, association representatives) who wish to increase their understanding of humanitarian advocacy
- Graduate students with relevant volunteer or intern experience, looking to undertake a postgraduate course to explore the specificities of advocacy in the humanitarian sector



## Admission requirements

1. A university qualification (Bachelor’s degree or equivalent)
2. At least three years of relevant professional experience
3. Excellent command of English



**Application deadline and registration:**