

2025 | 2026

Patient Safety in Humanitarian Crises: Addressing Healthcare-Related Incidents



Credits

2 ECTS



Dates

24 November – 5 December 2025



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.

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.



Language

English



Fees

- **Full price:** CHF 1'700
- **Partner rate (MSF, ICRC):** CHF 1'360 (20% discount)
- **Special Rate for Government and NGO/CBO Staff:** 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.



Lecturer

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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 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)



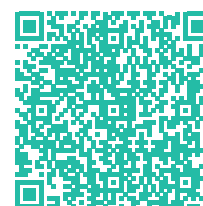
Audience

- 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: