**Training Agenda**

*Healthcare Quality and Patient Safety in Primary Healthcare Settings*  
**Time:** 9:00 AM – 4:00 PM     
**Venue:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_/\_\_\_/\_\_\_

**Day One**

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| Time | Session | Content |
| 9:00 – 9:30 AM | Registration & Opening | Welcome remarks, objectives, expectations |
| 9:30 – 10:30 AM | **Session 1:** Introduction to Healthcare Quality | Concepts, principles, dimensions of quality |
| 10:30 – 11:00 AM | **Session 2:** Patient Safety Overview | Importance, global & national perspective |
| 11:00 – 11:15 AM | **Tea Break** | |
| 11:15 AM – 12:30 PM | **Session 3:** Common Safety Risks | Errors, infection control, communication gaps |
| 12:30 – 1:00 PM | Discussion | Sharing experiences, best practices |
| 1:00 – 2:00 PM | **Lunch & Prayer Break** | |
| 2:00 – 3:30 PM | **Session 4:** Strengthening Safety Culture | Leadership, teamwork, accountability |
| 3:30 – 4:00 PM | Evaluation & Q/A | Key learning points, participant feedback |

**Day Two**

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| Time | Session Title | Key Focus Areas |
| 09:00 – 09:15 AM | Recap of Day 1 | Summary of key learnings from previous sessions |
| 09:15 – 11:00 AM | **Session 1:** Developing a Patient Safety Culture | Framework for safety culture, leadership, workforce safety, learning systems, patient engagement |
| 11:00 – 11:15 AM | **Tea Break** | |
| 11:15 AM – 1:00 PM | **Session 2:** Teamwork and Communication in Patient Safety | Team communication tools (SBAR, Check-Back, Call-Out, Hand-Offs), patient and family involvement |
| 1:00 – 2:00 PM | **Lunch & Prayer Break** | |
| 2:00 – 3:00 PM | **Session 3:** Ethics and Professional Conduct in Patient Safety | Ethical principles (autonomy, beneficence, justice, confidentiality), reporting and accountability |
| 3:00 – 3:30 PM | Post-Test & Closing Ceremony | Evaluation, feedback, certificates distribution |