



A Systems Approach to Learning from Patient Safety Incidents

Online Course Syllabus

Part of our PSIRF series





HELLO!



Morgan Human Systems are leading providers of Human Factors expertise in Healthcare. We bring real-world experience from clinical practice, governance and leadership roles combined with specialist knowledge in human factors and patient safety.

Our team doesn't just teach theory, we actively work within NHS organisations implementing PSIRF, facilitating learning responses, and supporting safety cultures. This course draws directly from our frontline experience, giving you practical tools and insights that work in real healthcare settings.

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A PSIRF course for practitioners

Our team brings extensive experience across clinical practice, governance, and leadership roles throughout the NHS. We understand the challenges you face because we've worked in your world—and we design courses we'd want to attend ourselves: practical, relevant, and immediately applicable to your role.



Healthcare settings have distinct needs, both in the types of incidents, and external bodies involved. We've developed tailored examples across environments, from acute to mental health, community to independent and charity, to reflect your specific context, minimizing the gap between theory and practical application.

We've facilitated numerous learning responses and MDT Systems Reviews, bringing the practical nuance and problem-solving approaches that emerge from real facilitation experience. This ensures the course addresses the actual challenges you'll face.



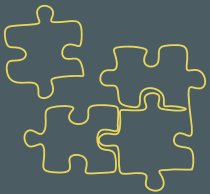
We authored the NHS England specification on oversight roles and responsibilities, giving us deep insight into the PSIRF framework. This course aligns with national guidance to ensure your learning is coherent and directly applicable to your organisation.

Learning Experience



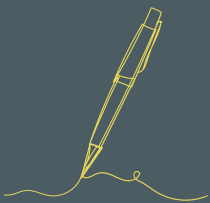
Watch

We've created a series of 3-5 minute videos where instructors delve into the topics, introduce new concepts, and provide real life experiences to bring the content to life



Interact

We've designed a series of interactive elements to enable you to engage in the content in the way that suits your learning style



Practice

Our courses provide opportunities throughout for you to test and apply this content within your own organisational context.



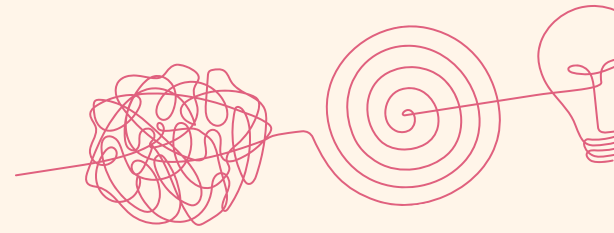
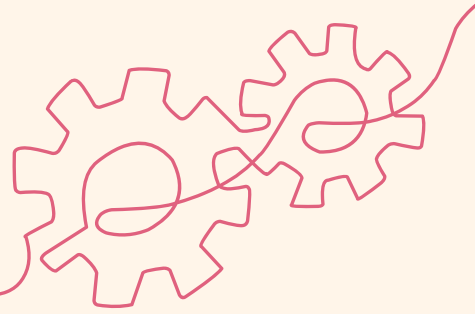
Reflect

We know reflection is key to embedding learning, therefore we've designed a variety of reflective activities into our content to support your learning



Meet Your Faculty

Learn from our Human Factors specialists, who've implemented PSIRF and led highly rated training across the public and private sector, and turned this into an interactive online course.

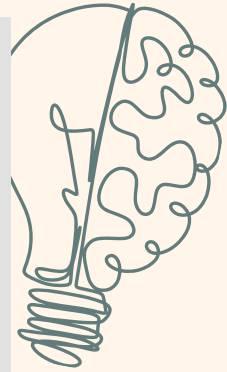
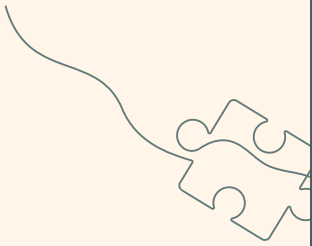
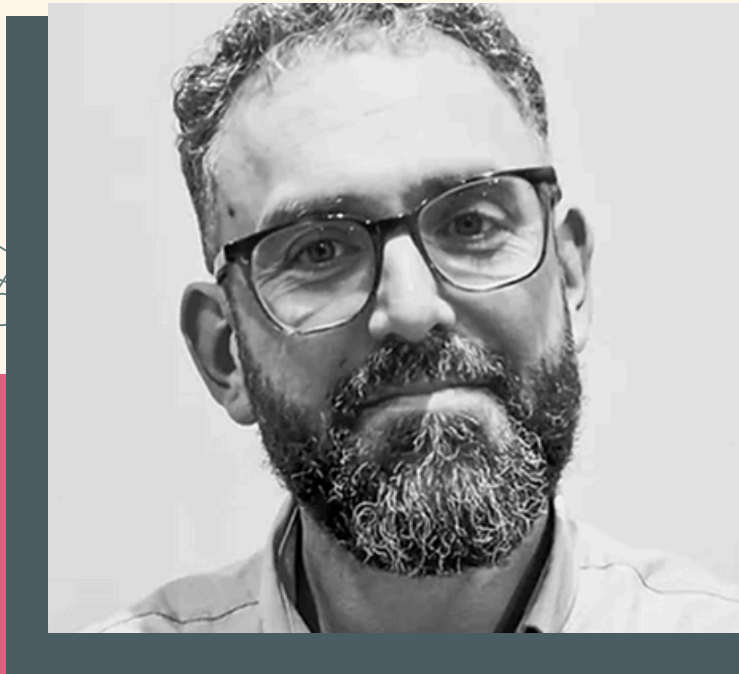
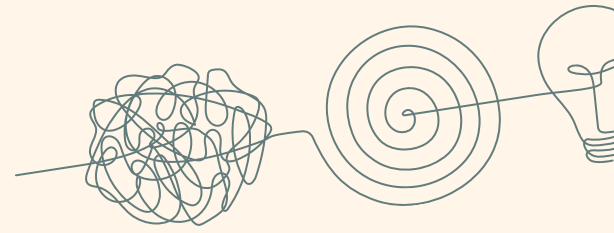
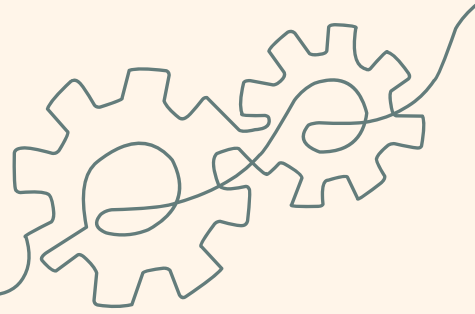


Dr Lauren Morgan

Lauren Morgan is the founder of Morgan Human Systems and a Chartered Human Factors Specialist, dedicated to transforming healthcare through systems-based patient safety.

Lauren has contributed to national PSIRF policy development and supports NHS organisations across the country with implementation, evaluation, and governance oversight. She works with provider boards and integrated care boards to develop compassionate, effective approaches to learning from incidents—always with patient benefit at the heart of her practice.

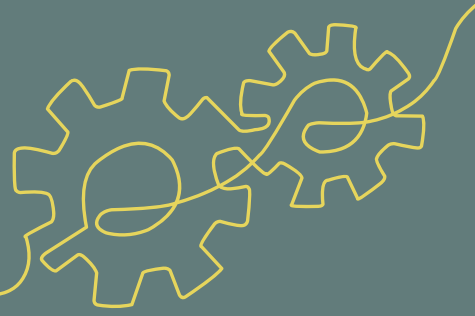
lauren@morganhumansystems.co.uk



Steve Dawson

Steve is a mental health nurse with a proven track record in driving service improvement and conducting thorough investigations. His expertise extends to collaborating with the national healthcare investigation branch and leading courses on how to lead investigations across diverse industries. Steve leads many of our investigation courses, and is a great facilitator in workshop discussions.

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Cara Tyrrell

Cara is a former teacher and Head of Subject who brings a unique blend of scientific research expertise and educational leadership to Morgan Human Systems.

With a Postgraduate Diploma in Human Factors and Ergonomics, Cara bridges her research background with specialist knowledge in human performance and system design. She excels at translating complex concepts into engaging, accessible learning experiences that equip healthcare professionals with practical skills.

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What others are saying



" Really interesting and informative session. Enjoyed the video as it was presented in an easy way with examples to help understanding of PSIRF. Activities both good, and easy to complete. "

"Great content, i feel this would be really beneficial for all teams who are completing any PSIRF investigations"

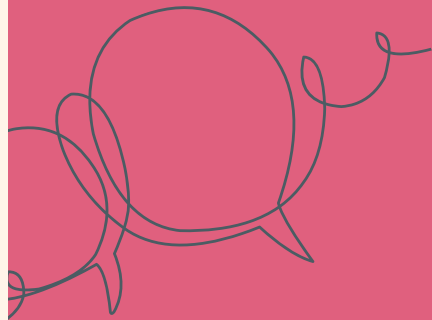


"It made me think differently... felt a positive approach to incident management"

"Will definitely recommend this course to colleagues"

Systems Approach to Learning from Patient Safety Incidents

The Learning Journey



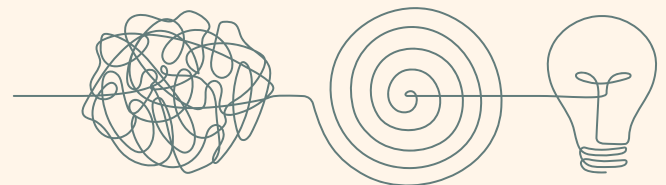
After this course, you'll be able to....



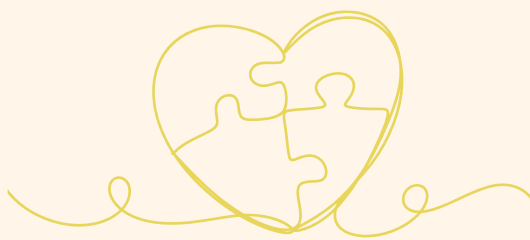
Navigate PSIRF principles with confidence

Understand how the PSIRF principles interact, delivering a learning-focused culture that prioritises both patient safety and staff wellbeing.

Apply Systems Thinking to Break the Blame Cycle



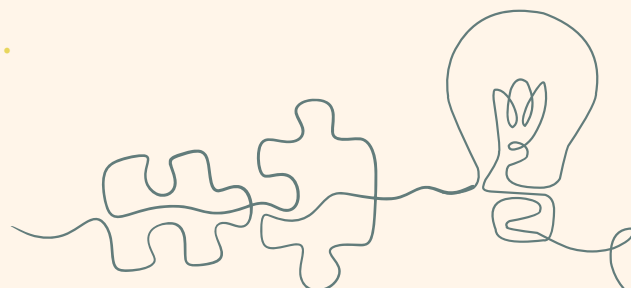
Move beyond individual fault-finding by analysing incidents through a systems lens, understanding how to describe and evidence the real-world trade-offs healthcare professionals face daily.



Conduct Compassionate, Effective Investigations

Lead patient safety responses, from learning responses to patient safety incident investigations using proven methods that uncover genuine insights while supporting everyone involved.

Turn Learning into Lasting Safety Improvements



Develop strong, sustainable actions using evidence-based frameworks like the hierarchy of risk controls and IFACEs tool, then communicate findings effectively to any audience while keeping the patient voice central.

Your Lesson Journey

1

Foundation: Understanding the Journey

- **Discover the evolution** of patient safety through the voices that matter most, the patients themselves
- **Master the shift** from old frameworks (Serious Incident Framework) to the updated PSIRF approach
- **Navigate confidently** through PSIRF principles and understand what the changes mean for your practice

2

Systems Thinking: Your New Superpower

- **Rewire your thinking** by applying the recommended systems frameworks
- **Break free from blame culture** by mastering systems-based approaches
- **Apply systems frameworks** to real clinical scenarios and see immediate results

3

Building Compassion into our Learning

- **Improve experiences and outcomes** for those affected by incidents
- **Build systems** that create clarity and shared understanding for all involved
- **Foster trust and collaboration** among staff, patients and their families
- **Ensure openness and learning** rather than blame

4

Understanding the Humans in our Systems

- **Recognise why** healthcare professionals make rational decisions in complex situations
- **Balance efficiency with safety** through understanding trade-offs
- **Identify what really influences** performance in healthcare settings



Advanced Investigation Methods

- **Leverage systems-based analysis** tools to uncover deeper insights and drive learning from complex events
- **Realise the benefits** of structured observation and other systems-based methods to identify patterns
- **Utilise methods** that generate rich, reliable information to develop key findings

Impactful Learning Responses

- **Conduct Patient Safety Incident Investigations (PSII)** with expertise
- **Navigate each stage** of the PSII process confidently
- **Recognise the right moments** to deploy different learning responses
- **Gain hands-on experience** through realistic scenario work

Communicating our Commitment to Change

- **Drive meaningful learning** by crafting reports that are clear, actionable and preserve the patient voice
- **Build maximum engagement and understanding** by meeting the needs of the audience

Creating Lasting Change

- **Address system vulnerabilities** by designing actions that are robust and sustainable
- **Transform weak actions into strong ones** using the hierarchy of risk controls
- **Apply the IFACEs tool** to reduce risk and strengthen safety measures

At the end of this course, you will receive a certificate showing 12 CPD hours completed.

Our Package Deals for Organisations

These packages are designed for organisations wanting to host the course themselves.

Silver

- **1 year access**
- **Unlimited users**
- **SCORM File format, so you can manage within your own system**
- **Detailed reference resource for all course materials**

Email us to book your package here

Gold

- 1 year access
- Unlimited users
- SCORM File format, so you can manage within your own system
- Detailed reference resource for all course materials
- **All clinical scenarios, bespoke to your organisation's clinical context**

Platinum

- 1 year access
- Unlimited users
- SCORM File format, so you can manage within your own system
- Detailed reference resource for all course materials
- All clinical scenarios, bespoke to your organisation's clinical context
- **Dual branding of all content**
- **Learning response facilitation guide for all participants**
- **Board development session on PSIRF oversight**

Access as an Individual

Our course can be purchased for individual access, where the course will be hosted on our own MHS platform.

Email us to register your interest [here](#)

- Complete the course in your own time, at your own pace, seamlessly picking up from where you left off
- Access to supporting course materials
- Be part of the wider community, where you can ask questions and share your knowledge with others
- Buy directly through our online platform or contact us to pay by invoice