

# HEE Enhancing Human Factors

## Improve Patient Safety: Delegate Pre-Reading

Thank you for signing up for an *Enhancing Human Factors to Improve Patient Safety* workshop. We hope you will enjoy participating in the workshop. Please read the information below to understand more about the rationale and format of the training.

### What is the rationale for the training, and the way in which it is delivered?

- There is a growing body of evidence around **the impact of human factors/non-technical skills** on patient safety (Gordon et al, 2012<sup>1</sup>). It is widely acknowledged that non-technical skills, in addition to clinical skills, have an impact on patient safety. These skills include **communication, team-working, decision making, developing insight and self-awareness, and conflict management**. Understanding humans, the way they behave and their impact on complex systems can help to prevent future errors or issues
- **Lack of self-insight and awareness of one's impact** on others have been identified as important factors in poorly performing doctors (Cox et al, 2006<sup>1</sup>). This illustrates the importance of good levels of self-awareness, and understanding of how one's personal style may affect peers and colleagues.
- In addition to the points raised above, it is now widely recognised that stress, fatigue and mental health issues can significantly impact the performance of trainees and doctors. This means it is essential information is provided to help medical professionals develop their **personal resilience**, through healthy lifestyles, effective relationships with colleagues and a strong support network (Wood, 2016<sup>1</sup>)
- **Reflection and peer-centred learning** are key methods to promote professional development. The training has been designed to be as interactive as possible, to give you the opportunity to gain feedback from your peers and share your views and learning.

### What will the training cover?

The training is made up of two elements; an online module and a workshop. The *online module* provides you with *simulated exposure to difficult scenarios*, giving you an opportunity to see how you may or may not respond. You are then provided with the expert view on how to respond, allowing you the chance to compare your answers and review the expert rationale. ***It is important that you complete the online module before the workshop and bring your reflective report to the workshop, as the content will be used to aid further learning.*** The *workshop* is focused on understanding why we behave the way we do, and uses additional reflection on the online module scenarios and exercises to develop *self-awareness, decision making and personal resilience*. The workshop provides the opportunity to gather feedback and ideas from your peers in a safe learning environment

**How can you get the most out of the workshop?**

- Please enter discussions enthusiastically
- Share your experiences and opinions, but only those that you are comfortable sharing
- Respect the confidentiality of your peers
- Be patient with other members of the group

- Appreciate and listen to other people and their points of view
- Use opportunities to record your reflections
- Use the learning log throughout, and for post-workshop reference