

Human Factors Related Processes for Clinicians

The current trend of increasing the output required within the NHS can further strain the working conditions in this demanding work environment. Numerous strategies for improving patient safety have been recommended, but they can only work if clinicians manage to practice them under real world conditions.

Responsible professionals may thus have to take active leadership more often to counterbalance adverse effects of this pressure on patient safety and on effective team performance. The study of the interrelationships between humans, the tools they use, and the environments in which they live and work has been termed "non-technical skills" or "human factors".

This workshop is focused on a clinical setting, but not on the technical aspects of the role. By the end of the one day workshop, delegates will be able to:

- Reflect on their own clinical decision making and identify their own strengths and weaknesses
- Utilise frameworks to improve existing approaches as an individual and within their team
- Influence colleagues to speak out about concerns by role modelling effective approaches
- Demonstrate their analysis skills by working through a case study

Outline Programme:

- Overview of human factors and relevance to the clinician
- How we make decisions as practitioners; dual process model, automatic cognition, analytic cognition, cognitive biases, situation awareness and de-biasing Strategies
- Introduction to the Team STEPPS framework and competencies approach
- Team structures
 - The impact of the multi team approach to patient care
 - The role of the identified team leader
 - The SBAR technique for communicating critical information – video clips
 - Situation Monitoring
 - Building collaborative team support
 - Structuring communication so your team can understand
 - The two challenge rule when perceived safety breach has occurred
 - A constructive approach to resolving conflict
 - Your role in advocacy for the patient – what if you are challenged?
 - Giving professional feedback
- Situation Awareness
 - Links to the education of core skills in clinicians including the Clinical Leadership Competency Framework
 - The role of protocols
 - How the STEPPS framework pulls together in terms of practical techniques
 - Huddles
 - The identify, mitigate, escalate model to identify and communicate risk
- Video case studies and group work on situation awareness and putting learning in to action through analysis.

6 guided learning hours
6 CPD Points

