



# Safer practice using human factors

09.30 – 16.00 Hours

Tuesday, 14<sup>th</sup> June 2022

Venue: Virtual Online

Who this is for: SAS doctors

## Educational objectives:

- Understand key theories around human factors, personal resource management & patient safety
- Build skills in applying these theories in professional practice
- To identify areas within current services where these skills can be applied to improve patient safety

**CPD approval:** This programme is subject to 6 CPD points

**About the trainer: Mr Graham Knight – Senior Res Associate:** Business Consultant, marketer and trainer with more than 15 years' industry experience in healthcare, media and FMCG. Graham has a track-record for delivering successful outcomes and positive change. In the past he has worked with NHS commissioning and provider organisations, local authorities, GP and dental practices, networks, universities, GP Federations, multinational retail and business to business organisations, independent healthcare providers and media production houses. He has a special interest in health and social care recently leading new service development projects that focus on delivering quality and productivity through integration and new models of care. He is also a skilled trainer, having worked with universities and NHS postgraduate education centres to design and deliver MBA-level courses on medical management topics, including: ethics, project management, leadership, negotiation, reflective practice and avoidable adverse outcomes. His training programmes are designed to deliver real-life outcomes and change in the working styles of the professional groups that attend.

## To Book a place:

Please email: [hdf.t.sasadmin@nhs.net](mailto:hdf.t.sasadmin@nhs.net)

Tel: 01423 555478

## Agenda

*Preparation – Please make sure you are in a quiet room with good internet connection. Could you login at least 5 mins before the start of the session.*

### Registration from 09.20

09.30 Overview of programme and objectives

09.40 ABC of human factors – Key models and approaches

10.20 Skills 1: Evaluating practice against human factors principles

### 11.00 Break

11.20 Case study: The dysfunctional team

11.45 Skills 2: Safer practice – Target behaviours

12.40 Case study: Improving service behaviours

### 13.00 Lunch

13.30 Human factor initiatives

- Professional communication
- Risk management
- Patient communication

### 15.00 Break

15.20 Consolidating learning

15.50 Human Factors Development Plan

16.00 Summary & close