Human Factors Training

- Reduce human error
- Increase awareness of safety
- Empower leaders and individuals
- Improve communication
- Create a motivated, effective team
- Enhance performance
With their help I feel that I now have completed my journey from cynic – sceptic – believer – advocate of human factors training.... to the benefit of my patients and my colleagues in the emergency team.

Professor Simon Carley
Consultant in Emergency Medicine, Central Manchester University Hospitals NHS Foundation Trust; Professor, Centre for Effective Emergency Care, Manchester Metropolitan University

The great skill of the Atrainability team is that they’ve successfully bridged the gulf between the flight deck and the operating theatre.

Professor James Reason
Our collective breadth and depth of experience and background in Healthcare Patient Safety Training is unique. It comes from our previous excellence in high reliability environments including healthcare, nuclear power generation, military, emergency services, elite sports, social care and aviation.

**TESTIMONIALS**

The multi-disciplinary team who participated in Atrainability’s training have all given excellent evaluation and some highlights have been:

“Application and associated learning is relevant to my own experiences”

“Applies to all regardless of setting or environment”

“Strong messages and local experiences which we can make local case studies from”

“Learning was gained by all”

“We would highly recommend Atrainability for Human Factors training provision and we are likely to use Atrainability again”

*Kelly Angus*
Head of HR Services and Development
Northumbria Healthcare NHS Foundation Trust

“It was the best course I’ve been on in 40 years working in the NHS”

*Terence Clarke*

“This is an interesting and important course. It is highly relevant to the healthcare setting and should be mandatory training! It is essential that healthcare workers of all grades feel valued and can input in clinical situations as they all have a perspective.....surprised how easily leadership and monitoring skills transfer to healthcare professions”

*East Lancashire Hospitals NHS Trust nurses*

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…..There is, however, further learning that can be adopted and adapted from best practice to minimise risk to patients and so optimise human performance in healthcare. The NHS must learn where it can from other high reliability industries where safety of employees and customers is paramount such as nuclear, petro-chemical, military operations, rail, maritime, civil aviation and emergency services...... This means acknowledging that Human Factors is not a separate agenda or programme, but a way of thinking that should be incorporated as part of the design of processes, jobs and training.

Signed by:
Care Quality Commission
Department of Health
General Medical Council
Health Education England
Health Watch England Monitor
National Institute for Health and Care Excellence
NHS Employers
NHS England
NHS Leadership Academy
NHS Litigation Authority
NHS Trust Development Authority
Nursing and Midwifery Council
Parliamentary & Health Service Ombudsman for England
Public Health England
Social Care Institute for Excellence

**WHY UNDERTAKE HUMAN FACTORS TRAINING?**
Most patient harm stems from avoidable errors, but staff don’t generally make errors on purpose. Understanding error-provoking conditions and identifying unsafe situations within your own organisation is a crucial starting point.

**DEFINITION OF HUMAN FACTORS**
Enhancing performance through an understanding of the effects of teamwork, tasks, equipment, workspace, culture and organisation on human behaviour and abilities and application of that knowledge in all settings.

**What are Human Factors – non-technical – skills?**
*These consist of:*
- How we make mistakes – cognition
- Why we make mistakes – stress, work load management
- Situation awareness – sharing understanding here, now, & next
- Decision making – avoiding the traps of confirmation bias
- Communication skills – ensuring mutual understanding
- Assertiveness skills – challenging hierarchy and inappropriate behaviour
- Leadership and Team working skills – effective consistently
- Self-awareness – preferences and stress effects of personalities
- Briefing – sharing the plan, preparing for problems – with the whole team
- Checklists – design, implementation, and effective usage
- Debriefing – sharing the learning of everyday lessons for safe, efficient, compassionate care

**OUTCOMES**
Educated and empowered team members who are aware of safety related issues, confident to challenge, senior staff able to recognise when challenge is a positive contribution.

Management across the organisation who recognise the components and skills of creating a safe just culture.

**NURSING**
The Chief Nursing Officer’s ‘6 Cs’ are Care, Compassion, Competence, Communication, Courage and Commitment. Having effective leaders throughout all care givers (so not just nurses but including all allied health professionals, healthcare assistants etc…) is also key to the delivery of this strategy – are you a leader?

- Care – noticing signs of avoidable harm and taking action
- Compassion – working with patients and team with empathy
- Competence – mindfulness - managing workload and time to concentrate
- Communication – effective, clear and concise
- Courage – assertiveness skills to challenge inappropriate behaviour
- Commitment – motivating self & colleagues, raising morale

Our training provides your team with the 7th C, Confidence.

**LEADERSHIP**
Human Factors training is essential to give leaders the knowledge, skills and practical tools to encourage the team to follow.
Excellent Training for all who value Teamwork & strive for excellence. Lots of readily transferable practical skills based on theory that is often all too conveniently overlooked but has been tried and tested in aviation and increasingly healthcare. I am happy to recommend to you that booking this training for your team will be worth it.

Henry Hart
SET Emergency Department at Manchester Royal Infirmary, Manchester, United Kingdom
THE KEYS FROM COURTESY TO COMPASSION
2 Days - 6 CPD points per day

Aims and learning objectives
We are excited to offer this new course to our programme. We will be demonstrating how a shift in focus in the NHS prioritising Courtesy and Show over Efficiency will lead to a greatly enhanced patient and staff experience.

This course will:
- Raise awareness of the importance of compassion and empathy in the working environment.
- Explore the different ways in which success is measured.
- Discuss solutions to manage stressful situations.
- Highlight the importance in the difference between sympathy and empathy.
- Teach how to demonstrate a genuine interest and understanding of staff and patients main concerns and why this is important.
- Use interactive exercises to put these skills into immediate practice.

By the end of this course you will have your own keys to improve the working environment and to motivate your team to deliver an improved experience.

HUMAN FACTORS OVERVIEW PROGRAMME
3 CPD points per module

These modules have been designed as 3-hour learning events, attracting 3 external CPD points per session.

This Foundation Course can be booked as a half day, full day or a 2 day course. Contact us today to find out how this course can be tailored to suit your requirements.

The Objectives of the Atrainability Human Factors Training Programme include an interactive workshop to enhance understanding and offer practical tools to improve patient safety by way of the content on the following page.

The major objective is embedding these skills within the working culture such that safer practice becomes the accepted way of working.

HUMAN FACTORS FOUNDATION COURSE
A programme of four modules to introduce the subject of human factors, and to promote safer individual and team performance in the high-risk healthcare environment.

Module 1 Human Factors Awareness: when technical skills are not enough
- An overview of Human Factors and the system model in healthcare.
- Understand why errors happen due to the limitations of the human brain.
- How to promote and maintain a ‘just’ culture to improve safety.
- NOTECHS – a framework of objective observable behaviours for personal and team development.

Module 2 Humans as Hazards: why and when we get things wrong
- Understand the effects of stress, fatigue and high workload.
- Recognise early signs of errors and violations.
- Gain an understanding of the skills of assertiveness.
- Gain awareness of the benefits of effective communication skills.

Module 3 Humans as Heroes: how we can promote safe performance
- Self-awareness – understanding the differences between personality types.
- Discuss effective leadership skills and behaviours.
- Manage difficult interactions and challenging behaviour.
- Understand how to handle hierarchical barriers and focus on safe compassionate care.

Module 4 Leading the team: a collaborative role
- Briefings – sharing the plan, building the team and avoiding problems.
- Checklists – trapping errors and managing threats.
- Debriefings – focussing on learning and not seeking blame alone.
- This module brings together all the other learning points into a practical cohesive whole.
I was already familiar with the Root Cause Analysis (RCA) process of enquiry. Since doing the Human factors training with Atrainability, I have been able to appreciate how this specific learning can be applied in all areas of work and not just in preventing incidents, for example how one can approach issues involving staff investigations under the disciplinary policy.

This enabled a fairer approach to the process and a more favourable outcome of the member of staff and ultimately a better service for patients.

Cathy Walsh
Programme Director
Cheshire & Wirral Partnership NHSFT
HUMAN FACTORS ADVANCED PROGRAMME

Stress Solutions and Personal Management Skills:
▶ 2 Days - 6 CPD points per day
- Explore personal strengths and limitations and the factors that influence them
- Understand how stress levels can increase the risk of error
- Understand what happens in our system when we are under pressure
- Learn simple and highly effective techniques to manage our stress responses
- Dispelling the myths of time management – learn how to prioritise tasks and manage energy levels
- An introduction to Mindfulness techniques

Difficult Conversations and Conflict Management Skills:
▶ 2 Days - 6 CPD points per day
- How to open up those difficult must-have conversations
- Recognise the barriers to effective communication and how to mitigate them
- Learn to deal with aggressive behaviour
- Master our assertiveness techniques
- Develop the skill of asking the right questions at the right time
- How to influence with integrity – developing a win:win mind-set in ourselves and others

Advanced Leadership and Management Skills:
▶ 2 Days - 6 CPD points per day
- Develop effective relationships with team, colleagues and management
- Balance the demands of team, task and individual
- Demonstrate and ensure compliance with standard practice
- Ensuring all team members are aware of their role within the team
- Develop an inclusive and uninhibited working atmosphere for all the team members
- Act decisively when required

Advanced Situation Awareness and Error Management:
▶ 2 Days - 6 CPD points per day
- Using open and interactive briefings to build and share situation awareness
- Recognise the levels of SA - notice what’s happening, understand the implications, predict their future status
- Ensure the main elements of high SA are established – Patient, Procedure & People
- Ensure distinction and prioritisation of primary and secondary tasks
- Recognise the signs of fixation and how to avoid them
- How to recognise warning signs of increasing risk

BESPOKE COURSES

Our Human Factors Courses designed for:
- Safeguarding teams - children and vulnerable adults
- Social Care staff
- Mental Health staff
- Clinical Leadership
- Ward Leaders
- Maternity
- Out of Hours
- Emergency department
- Ambulance call handlers and dispatchers
- Emergency Service
- Senior Management
- Staff Grade and Associate Specialist Doctors
- Foundation Doctors
- Undergraduate medical students
- Operating Theatre teams
- Intensive Care teams

In fact anywhere that humans work.

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SUCCESSFUL INTERVENTIONS

A trainability has helped the Theatre Team at Frimley Park Hospital NHS Foundation Trust with Human Factors and Communication training for our multidisciplinary staff since 2010. The expert input and guidance from Trevor Dale at our annual FPH Surgical Safety Days has transformed staff attitudes towards implementation of the WHO Surgical Safety Checklist - a huge boost for team working towards better patient care!

Patrick Fon Sen Chong
Consultant in vascular and endovascular surgery at Frimley Park Hospital NHS FT

Not a quick fix but a major intervention into departmental culture. It solved a stubborn surgical safety problem where all other measures had failed. We’ve now gone from a one in 300 side error rate to well over 5 years without another wrong side error.

Patrick Mitchell
Consultant Neurosurgeon
Newcastle-upon Tyne NHS Foundation Trust
Northumbria Healthcare NHS Foundation Trust are embedding Human Factors work practices throughout their Trust.

Atrainability are engaged in training the Trust trainers to embody effective Human Factors in all the Trust’s training processes and procedures.

Cheshire & The Wirral Partnership NHSFT is employing Atrainability to raise awareness of Human Factors throughout the Trust and to improve and enhance patient safety and staff morale.

This typically consists of class based training, workplace coaching and Train the Trainer programmes.

**TRAIN THE TRAINERS PROGRAMME**

**3 days 18 CPD**

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**COURSE CONTENT**

The three day interactive workshop session on human factors aims to raise awareness of human error and offer practical tools to maintain safe performance:

- Introduction to Human Factors
- Human cognition and vulnerability to interruption and distraction
- Stress recognition and management of ourselves and others
- Self awareness – helping team members understand how others see them
- Situation awareness – the ‘mental model’ we all have of what is happening and should or could happen and recognition of the classic signs when things are going wrong
- Decision making – analytical tools to review intuitive decisions and the dangers of Confirmation Bias
- Leadership and team working – how to break down inappropriate hierarchy barriers and promote safe practice.
- Communication skills in briefing and handover with a focus on assertiveness.
- Briefing to build the team and harmonise the understanding of task and team. This should include a plan ‘B’ in case of possible difficulties
- Checklist design and usage – what it can and cannot do for the team and the patient and how to use it correctly to enhance safety
- Debriefing – learning the lessons of what works and doesn’t every day – quickly, simply and enjoyably throughout
- Joint working with facilitator and delegates to aid embedding of Human Factors principles in the workplace.

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CLIENTS INCLUDE
departmental clients and Deaneries

AIREDALE NHS FT
ALDERHEY CHILDRENS NHS FT
ADVANCING QUALITY ALLIANCE
BARNET & CHASE FARM NHS TRUST
BARNESLEY HOSPITAL NHS FT
BLACKPOOL VICTORIA NHS TRUST
BOLTON NHS FT
BRIGHTON & SUSSEX UNIVERSITY HOSPITALS
CAMBRIDGE & PETERBOROUGH NHS FT
CARDIFF UNIVERSITY
CHESTERFIELD ROYAL NHS FT
CENTRAL MANCHESTER UNIVERSITY
HOSPITALS NHS FT
DORSET COUNTY HOSPITAL NHS FT
EAST LANCASHIRE NHS TRUST

EAST OF ENGLAND
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GREAT ORMOND STREET HOSPITAL
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