



## What's new at the Improvement Academy

# Improvement Academy

### Launch of our Human Factors Training – Bronze & Silver

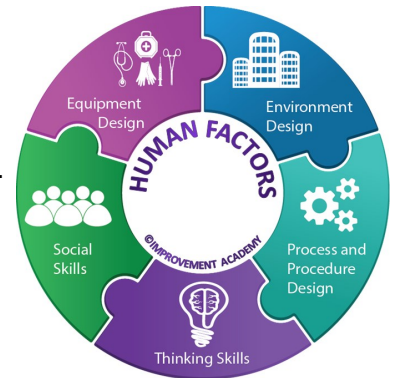
#### What is Human Factors?

Human Factors is an integral part of the wider patient safety movement and is concerned with

*“enhancing healthcare effectiveness through an understanding of the interactions between human and tasks, teams, equipment, workspaces, environments .... and the systematic application of that knowledge in the healthcare settings” (Fletcher 2015, after Catchpole, 2012).*

This includes subject areas such as understanding healthcare system design, relevant policies and procedures, teamwork or how the environment might affect a practitioner's ability to undertake everyday tasks.

Human Factors is an established scientific safety discipline used in many safety-critical industries such as aviation and railways. A Human Factors approach can help understand patient safety issues *arise* as well as how patient safety issues may be *avoided*.



#### Why have we developed Human Factors courses?

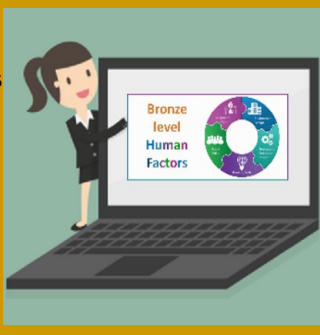
In the NHS, a Human Factors approach to healthcare now underpins current thinking around patient safety and quality improvement science, but there is a gap in the practical and accessible training for healthcare staff.

Following a Human Factors roundtable consultation event in 2016, the Improvement Academy has developed a suite of accessible Human Factors training to meet the needs of local healthcare organisations.

#### Bronze Level e-Learning

is entry level training suitable for all staff groups six modules which take under two hours to complete. Certificate on completion. To access the **Bronze Level** training, please click [here](#).

Recommended browsers: Chrome and Firefox



**Silver Level face-to-face training** is a one day workshop aimed at those who need a deeper understanding of Human Factors and how they impact on patient safety. The workshops are free to all NHS staff— we just ask that any delegates who wish to attend complete the online **Bronze Level** course prior to registering for **Silver Level**. Certificate on completion. To register for one of the sessions, click [here](#).



#### Why is Human Factors so important?

*For a clinical manager, when Human Factors was introduced to the training a light bulb went on. This changed thought processes, approach and ways of working. For front line staff it made them think again about the way they approach their work and other staff, patients, relatives and carers.*

*For me it just makes sense, but we often lose sight of the Human Factors and how we behave as individuals and teams and raising awareness with options of how we can improve can only be beneficial for everyone.*

**Lynn Pearl**, Safety, Risk and Resilience Manager, Bradford District Care NHS Foundation Trust



*The team had completed the staff surveys and received the feedback. As ward leader I was initially surprised by the results and wondered how we were going to drive the change highlighted in the staff survey. I attended the Human Factors training which was a revelation for me and it helping me to understand how best to approach the different members of staff.*

*Most importantly this made me think about my own behaviours and understand what positive adjustments I needed to make in leading positive change. My best hope is that all team/ward leaders have the opportunity to attend the training.*

**Thabani Songo**, Ward Manager, Bradford District Care NHS Foundation Trust



Joanna Gibson, Clinical Leadership Fellow and a registrar in Obstetrics and Gynaecology, went to Uganda as a volunteer for a Royal College of Obstetricians and Gynaecologists (RCOG) obstetrics skills project. This project is supporting sustainable training sessions for health workers in rural and urban areas in Uganda run by a local Ugandan team. The project aims to embed respectful care into maternity units, improve maternal and neonatal outcomes. To read a blog on Joanna's trip, click [here](#).

#### Training for Improvement in Uganda

For further information please contact Shahima Begum / Team Administrator

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