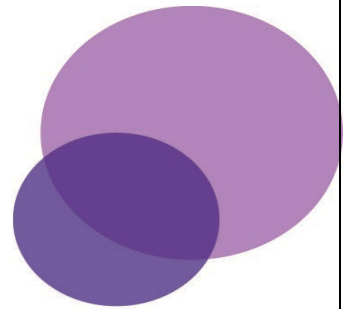


# logic health

supporting your career development



**Stepping Hill**

**2nd March 2022:**

**Human Factors in the NHS-creating a Patient Safety Culture**

**6 cpd points**

Course Outlines including agenda and Learning Outcomes:

## Human Factors in the NHS-creating a Patient Safety Culture

**Number of Days: 1 Day**

**CPD Points: 6**

### **Programme Introduction:**

Human factors is the science of understanding human behaviour and is applied and related through this workshop in the healthcare market-place. Human factors has been defined as: "Enhancing clinical performance through an understanding of the effects of teamwork, tasks, equipment, workspace, culture, and the organization on human beings and their behaviour.

The workshop sets out to firstly define what Human Factors are, then set out the strategies for a manager, individual or department to ensure they are doing everything possible to eliminate ( as far as possible ) risk to patients and then study the personal and individual skills required to take personal responsibility for the success of patient safety.

### **Learning Outcomes: At the end of this programme , the delegate can:**

- Name 4 elements of a Strategic Safety Culture
- Name the 7 steps to Patient Safety and explain each one
- Define 4 ways to analyse issues and find the root cause
- Describe the 4 stages of the GMC model for Reflection
- List 4 personal skills needed to enhance your Patient safety skills

### **The Programme Includes:**

- Introduction, collecting delegate expectations, explanation of agenda
  - **Module 1 : Background to Human Factors and creating a Patient Safety Culture**
    - Human Behaviour
    - System design and Safety
    - What is a Safety Culture?
  - **Module 2: Seven steps to Patient Safety**
    - Building a safety culture
    - Leading and supporting Staff
    - Integrating your risk management activity
    - Promoting reporting
    - Involving and communicating with patients and public
    - Learn from and share safety lessons
    - Implement solutions
  - **Module 3: Engaging with Clinicians and staff**
    - Analysing the root cause of issues and incident decisions
    - The Duty of Candor
    - Medical errors
    - The Reflection process and its' use in learning experiences

➤ **Module 4: Personal skills to support and enhance your own behaviours in creating a Patient Safety Culture**

- Effective communications
- Organisation, analysis and assessment
- Influence and persuasion
- Assertiveness
- Being pro-active
- Positive attitudes to patient well-being

Close, check expectations and ensure learning objectives are met.