

Board of Directors (in Public)

Item 2.1

Subject: Progress with the Implementation of the Human Factors Strategy
Date of meeting: 30th January 2018
Prepared by: Sue Pemberton- Director of Nursing and Quality
Presented by: Sue Pemberton - Director of Nursing and Quality

BAF Ref	Impact on BAF
1.1, 1.2	None

1. Executive Summary

In September 2016, the Board of Directors approved the Human Factors Strategy for the Trust, with an update on progress reported in March 2017. The Human Factors Strategy 2016-2018 (Appendix 1) focused on taking the knowledge of how human factors can influence incidents as part of “a normal day at work” through a number of objectives from general awareness to a structured professional, educational process. Our ambition to build capacity and create an awareness of human factors trust wide during this time period has made significant progress.

This paper is to provide assurance to the Board that the actions identified have been completed with a new action plan being developed for the updated Human Factors Strategy 2018-2020 which will be presented in May 2018.

2. Background

The principles of human factors focus on optimising human performance through better understanding of the behaviour of individuals, their interactions with each other and with their environment. Within the Trust we have begun to create awareness of human factors by the sharing of patient incidents where human factors have impacted on patient safety. Moving forward, our vision is to understand the techniques that can be used to inform quality improvement in teams and services, support change management, and help to emphasise the importance of process and procedure in the mitigation of human factor incidents.

3. Progress to Date

The attached strategy action plan has been updated with the progress to date. (Appendix 1) The main areas of the strategy that have been implemented include:

- Education – human factors awareness forms part of corporate induction, medical induction, the care certificate and Preceptorship programmes. In addition, the junior doctors receive awareness on medical induction. Furthermore, there has been

targeted awareness training for human factor champions of which, approximately 70 members of staff have undertaken a 1 or 2 day programme. A total of 5 staff from Theatres, Catheter Labs and ITU who completed the apprenticeship programme which also involved simulation. In addition, human factors awareness is included in the BSC cardiothoracic programme.

- The human factor apprentices have provided feedback of the work they have carried out as part of their programme.
- The Group has driven the implementation of HALT and more recently how this can be used for patients and families.
- The group has led the standardisation of local safety huddles which incorporates the need to consider human factors on each shift in clinical areas.
- Discussions have taken place on the learnings from the never event and other incidents with a focus on how these incidents have happened and where human factors have played a part in causation.
- External information from the national patient safety congress was shared sharing a story of patient harm and the impact he had on the patient and on the health care professional involved.
- The group has reviewed videos of human factors incidents namely “just a routine operation”, and a simulation of a resuscitation event.
- The group received a presentation from a father who presented his story of how his son died in another hospital and how human factors played a part in contributing to his death. The main areas discussed from this case were issues with communication within teams, lack of adequate clinical observations and poor recognition of deterioration in a patient. The group discussed how our Trust could learn from this.
- The group received the Trust’s safety culture survey results and examined the areas for improvement.
- The group discussed the roll out of the safety seven concept that the Trust has adapted as the fundamental areas prioritised for safety. The group agreed that this was the standard for the Trust that would be displayed in all areas.
- Simulation training has taken place as part of the education regarding sepsis within the ward areas.

4. Priorities for 2018/19

The Human Factors Group will continue to drive the human factors agenda Trust wide by the implementation of the Strategy. The key priorities for the forthcoming year (2018/19) include:

- The continuous embedding of human factors awareness and sharing of examples where human factors has contributed to incidents that occur
- Establish the working groups for simulation and how the learning will be cascaded

- Establishment of a Medicines Safety Human Factors Group to review the more serious medicines incidents and to extract any human factors learning that needs to be shared
- To ensure that the learnings are shared Trust wide

5. Recommendations

- To receive the completed action plan from the 2016-2018 Strategy.

Appendix 1

Human Factors Action Plan

Updated 08/03/2017

	Rational	Objective	Timescale	Action & Progress	Lead	Outcome / Completion Date	Evidence / Sharing
Building Capacity	Recruit safety champions to take forward awareness in the Trust	Patient Safety Champions to be members of the Human Factors Group and share learning	Completed	-Staff identified – there are 22 members of staff who have requested to be nominated as a Human Factors Champion -Confirm that there are champions in all areas of the Trust and they are still engaged.	Sue Pemberton – Director of Nursing and Quality Justine Brislen - Clinical Education BP	Completed August 2016	Human Factors Group
	To identify medical lead for human factors / simulation at Trust	To ensure engagement with medical staff	Completed	Identify others with an interest in human factors/simulation	Sue Pemberton – Director of Nursing and Quality Justine Brislen - Clinical Education BP	Medical staff identified completed – awaiting one surgeon to return to the Trust	

	Rational	Objective	Timescale	Action & Progress	Lead	Outcome / Completion Date	Evidence / Sharing
Raising Awareness	Identify resources required to support the development of human factors education.	To promote patient safety	Aug 2017	Liaise with regional experts including Centre for Simulation and Patient Safety Discuss with Patient Safety Group → Human Factors Interest Group Provide detailed report on all actions from Sep 2016 to Aug 2017	Justine Brislen - Clinical Education BP Joan Matthews - Head of Nursing & Quality for Corporate Services	Options being identified to take forward simulation once scoping work is completed	Met with Neal Jones 23/02/17
	To introduce a general awareness of human factors to all new to Trust staff.	Build awareness sessions into the Preceptorship, Care Certificate, Medical and Corporate Induction Programmes	Aug 2016	Introduction to human factors awareness included in all education programmes.	Justine Brislen - Clinical Education BP	Completed	Timetables
	To produce standard Power Point presentation	To ensure consistency of educational messages.	Aug 2016		Justine Brislen - Clinical Education BP	Completed	Presentation
	To raise awareness amongst existing staff	To add human factors awareness to existing training programmes including ALS, Alert and BSc Cardiothoracic Practice	Mar 2017	Included in ALERT course from March 2017 Included in Safe from Harm module from Feb 2017	Justine Brislen - Clinical Education BP	Completed	Timetables

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	To raise general awareness amongst all staff	Human Factors section included within Safety Bulletin	Nov 2016		Sue Pemberton – Director of Nursing and Quality	Completed	Human Factor Group
	Embed human factors within clinical teams	Standardise the Safety Huddles in each area to include awareness of Human Factors	Aug 2016	This has been discussed at Patient Safety Group	Angela McKenna – Care Support Team	Completed	Presented at December 2016 meeting.
	Look at how we can reduce distractions	The Trust has red tabards for medicines administration – the Trust will re-launch the importance of these	Jul 2016	This has been raised as important across all areas	Sandra Wilson – Cherry and Maple Ward Manager	Completed	Senior led walkabouts
	Supporting duty of candour	Reviewing our incident form to include Human Factors	Jul 2016	With the introduction of Datix - look at how the incident report can reflect the need to consider Human Factors when investigated	Helen Martin – Risk Lead	Completed	

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	Introduce the concept of HALT	<p>HALT Tool provides this:</p> <p>H – Have you noticed this?</p> <p>A – Ask ... Did you hear my concern / suggestion?</p> <p>L – Let them know this is a patient safety issue</p> <p>T – Tell them to STOP until its agreed that it is safe to continue</p>	Jul 2016	<p>Roll out plan to be devised – Trust wide</p> <p>Small cards for every member of staff are being produced</p>	<p>Karen Wafer – Cath Labs Matron</p> <p>Adrian Morris – Therapy Lead</p>	Completed	Next steps regarding HALT strategy to be explored
	<p>To increase general human factors awareness</p> <p>Walk through the situations to identify human factor contribution in incidents</p>	<p>Shine a spotlight on Human Factors best practice at Team Brief once a quarter</p> <p>Explore the simulation centre at Aintree Hospital and how this could be used across the Trust</p>	<p>Oct 2016, Jan 2017, Apr 2017</p> <p>Oct 2016</p>	<p>Cath Labs are exploring this currently. Introduction session delivered and schedule for the year being developed by Cath Lab team</p>	<p>Sue Pemberton – Director of Nursing and Quality</p> <p>Karen Wafer - Cath Lab Matron</p>	Completed	
	To educate Champions	Continue to target staff for the Introduction to Human Factors 1 or 2 day training with the aim of hosting a session on-site in Quarter 2 2016	Dec 2016	Champions to be offered these two day training provided by AQUA. To stage training over several weeks to facilitate staff release. Awaiting further dates from AQUA	Justine Brislen - Clinical Education BP	Mar 2017	2 champions attending 2 day AQUA course

	Rational	Objective	Timescale	Action & Progress	Lead	Outcome / Completion Date	Evidence / Sharing
	To establish Human Factors Interest Group	To implement and monitor action plan.	Oct 2017	Interested members of patient safety group. Human Factors Champions Encourage membership of non-clinical staff	Justine Brislen - Clinical Education BP Joan Matthews - Head of Nursing & Quality for Corporate Services	Nov 2016	Human Factors Group first meeting Nov 2016
	To enhance lessons learned from incidents	Within the Human Factors Interest Group consider how problems can be discussed and possible solutions found that can prevent issues arising that can cause Human Factors to come into play	Sept 2016	Incident case studies included as standard agenda item in Human Factors Group	Justine Brislen - Clinical Education BP Joan Matthews - Head of Nursing & Quality for Corporate Services		
	To provide support for simulation / human factors projects	Identify at least 2 individuals to undertake the 'Apprenticeship in the Human Factors and Technical Skills' to build our capability to embed Human Factors in Simulation and Key Learning Events.	Mar 2016	3 staff from cath labs 1 staff from radiology 1 staff from L&D 1 staff Critical Care	Justine Brislen - Clinical Education BP	Applications to L&D 23/5/2016 Completed Nov 2016	Programme commenced June 2016

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	To provide specialist knowledge	Target at least 1 individual per module to undertake master level 'Introduction to Human Factors and Patient Safety' learning via Liverpool University (anticipated start date	Sept 2017	New Clinical Education BP, Justine Brislen has already completed this module (March 2016)	Justine Brislen - Clinical Education BP	Completed	
	To capture how well HALT is embedded as a patient safety tool	Audit of HALT experiences	Mar 2017		Adrian Morris – Therapy Lead	Mar 2017	