

Board of Directors (in Public)

Item 2.3

Subject: Progress with the Implementation of the Human Factors Strategy
Date of meeting: 28th March 2017
Prepared by: Susan Pemberton/Director of Nursing and Quality
Presented by: Susan 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. This is a six month update to provide assurance to the Board of the progress to date in the implementation of this strategy.

The Human Factors Strategy 2016-2018 focuses 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 is to build capacity and create an awareness of human factors trust wide.

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 LHCH we have begun to create awareness of human factors by the sharing of patient incidents where human factors have impacted on patient safety. Our ambition is to build on this by setting out our intentions to build capability and capacity in understanding human factors and the role it plays when incidents occur.

3. Progress to date

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

- Education – we have implemented a human factors awareness session into 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 68 members of staff have undertaken a one or two day programme. A total of five staff from theatres, Cath Labs and ITU have undertaken an apprenticeship programme which also involved simulation. In addition, human factors awareness is included in the BSC cardiothoracic programme.

- A human factors steering group commenced in November 2016 of which its membership consists of representatives from across the Trust. The group has met three times since the change from patient safety to human factors. The group is developing and there is a need to encourage attendance at each meeting. The areas of work the group is addressing specifically are, the standardisation of safety huddles trust wide and the use of red aprons/tabards in medicines administration. In addition, the group review and discuss serious incidents and the elements of human factors that are involved and also view examples of incidents where human factors may have contributed to the causation.
- The human factor apprentices have provided feedback of the work they have carried out as part of their programme. Recently, the team in Cath Labs presented the learning from simulation exercises.
- The group has driven the implementation of HALT and is currently reviewing where and when this is used to strengthen it across the Trust

4. Priorities for 2017/18

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 2017/18 include:

- The continuous embedding of human factors awareness
- 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, to extract any human factors learning that needs to be shared
- To ensure that the learnings are shared trust wide

5. Recommendations

Receive the six month update of the Human Factors Strategy implementation and action plan and receive assurance that good progress is being made

Receive an annual update of progress

Human Factors Action Plan

Updated 08/03/17

	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	Patient Safety Group
	To identify medical lead for human factors/simulation at Trust	To ensure engagement with medical staff	Oct 2016	Raph Perry considering medical champion Identify others with an interest in human factors/simulation Discuss job planning allowance	Sue Pemberton – Director of Nursing and Quality Justine Brislen Clinical Education BP	Medical leadership for this is being reviewed	
	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 Mathews Head of Nursing & Quality for Corporate Services		Met with Neal Jones 23/02/17

	Rational	Objective	Timescale	Action & Progress	Lead	Outcome / Completion Date	Evidence/ Sharing
Raising Awareness	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	August 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	March 2017	Included in ALERT course from March 2017 Included in Safe from Harm module from Feb 2017	Justine Brislen Clinical Education BP	Completed	Timetables
	To raise general awareness amongst all staff	Human Factors section included within Safety Bulletin	Nov 2016		Sue Pemberton – Director of Nursing and Quality	Completed	
	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		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	July 2016	This has been raised as important across all areas	Sandra Wilson – Cherry and Maple Ward Manager	Completed	Senior led walkabouts

	Rational	Objective	Timescale	Action & Progress	Lead	Outcome / Completion Date	Evidence/ Sharing
	Supporting duty of candour	Reviewing our incident form to include Human Factors	July 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	
	Introduce the concept of HALT	HALT Tool provides this: H – Have you noticed this? A – Ask ... Did you hear my concern/suggestion? L – Let them know this is a patient safety issue T – Tell them to STOP until its agreed that it is safe to continue	July 2016	Roll out plan to be devised – Trust wide Small cards for every member of staff are being produced	Karen Wafer – Cath Labs Matron Adrian Morris – Therapy Lead	Completed	Next steps regarding HALT strategy to be explored
	To increase general human factors awareness Walk through the situations to identify human factor contribution in incidents	Shine a spotlight on Human Factors best practice at Team Brief once a quarter Explore the simulation centre at Aintree Hospital and how this could be used across the Trust	Oct 2016, Jan 2017, April 2017 Oct 2016	Cath Labs are exploring this currently. Introduction session delivered and schedule for the year being developed by Cath Lab team	Sue Pemberton – Director of Nursing and Quality Karen Wafer Cath Lab Manager		

	Rational	Objective	Timescale	Action & Progress	Lead	Outcome / Completion Date	Evidence/ Sharing
	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	March 2017	2 champions attending 2 day AQUA course
	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 Mathews 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 Mathews Head of Nursing & Quality for Corporate Services		
	To provide support for simulation/human factor projects	Building on a foundation of awareness knowledge, target teams to participate in the 5 day Applied	July 2017	This option and the one below could be interchangeable depending on trust's needs.	Justine Brislen Clinical Education BP		Details of programme to be identified

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		Human Factors Programme, applying Human Factors knowledge and learning to an organizational patient safety project					
	To provide support for simulation/human factors projects	Identify at least two 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.	March 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 23/5/16 Completed Nov 2016	Programme commenced June 2016
	To provide specialist knowledge	Target at least one 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		Details of programme to be identified
	To capture how well HALT is embedded as a patient safety tool	Audit of HALT experiences	March 2017		Adrian Morris – Therapy Lead	March 2017	