



OUTSTANDING CARE
personally DELIVERED

NHS

**United Lincolnshire
Hospitals**
NHS Trust

Human Factors and Patient Safety



Facilitated by the Patient Safety Improvement Team



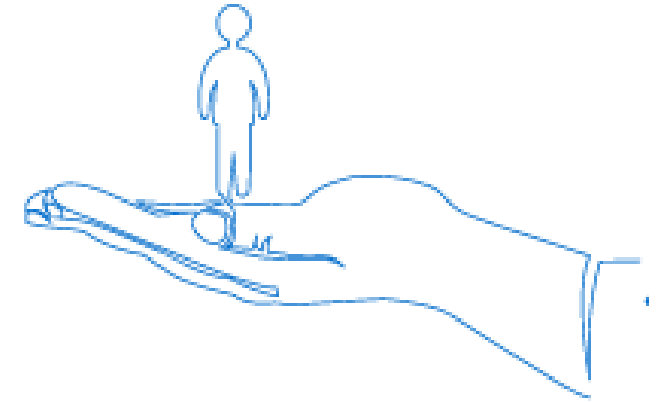
Ensuring patients and staff are free from harm

What are Human Factors?

In Healthcare...

“Enhancing clinical 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 clinical settings.”

Department of Health Human Factors Reference Group



Why Human Factors?

- Awareness and understanding of our capabilities, limitations and the working environment... aiding the reduction of human error and **higher quality of care for our patients.**
- Includes insights into our behaviours, values, leadership and teamwork.
- We aim to increase awareness of these important aspects to our staff, the importance of creating a psychologically safe environment and an understanding that we are not infallible (we do not go to work to make mistakes).





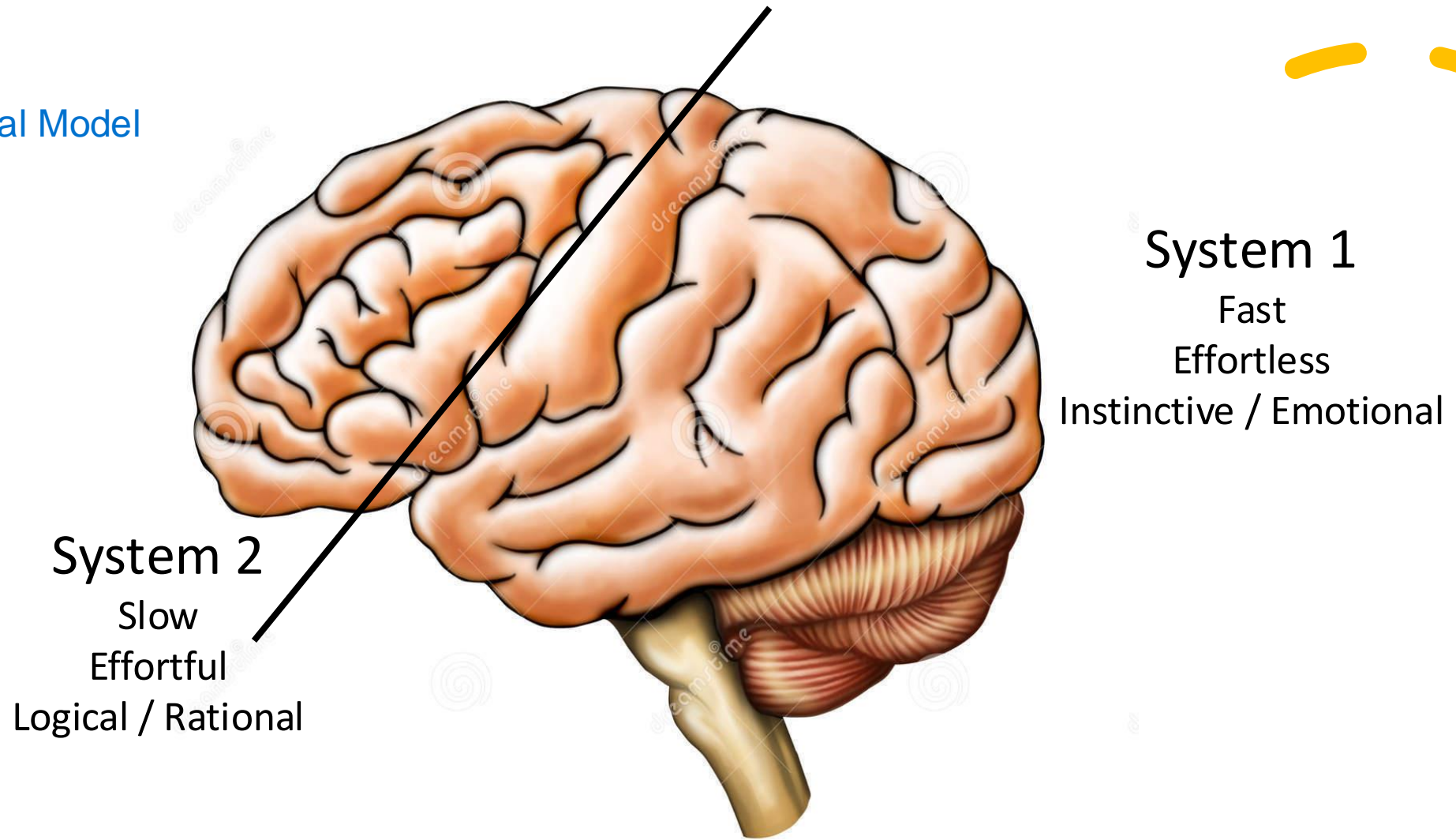
Situation Awareness

- Making Sense
- 1- Taking in information
- 2 – Making Decisions

The Mental Model

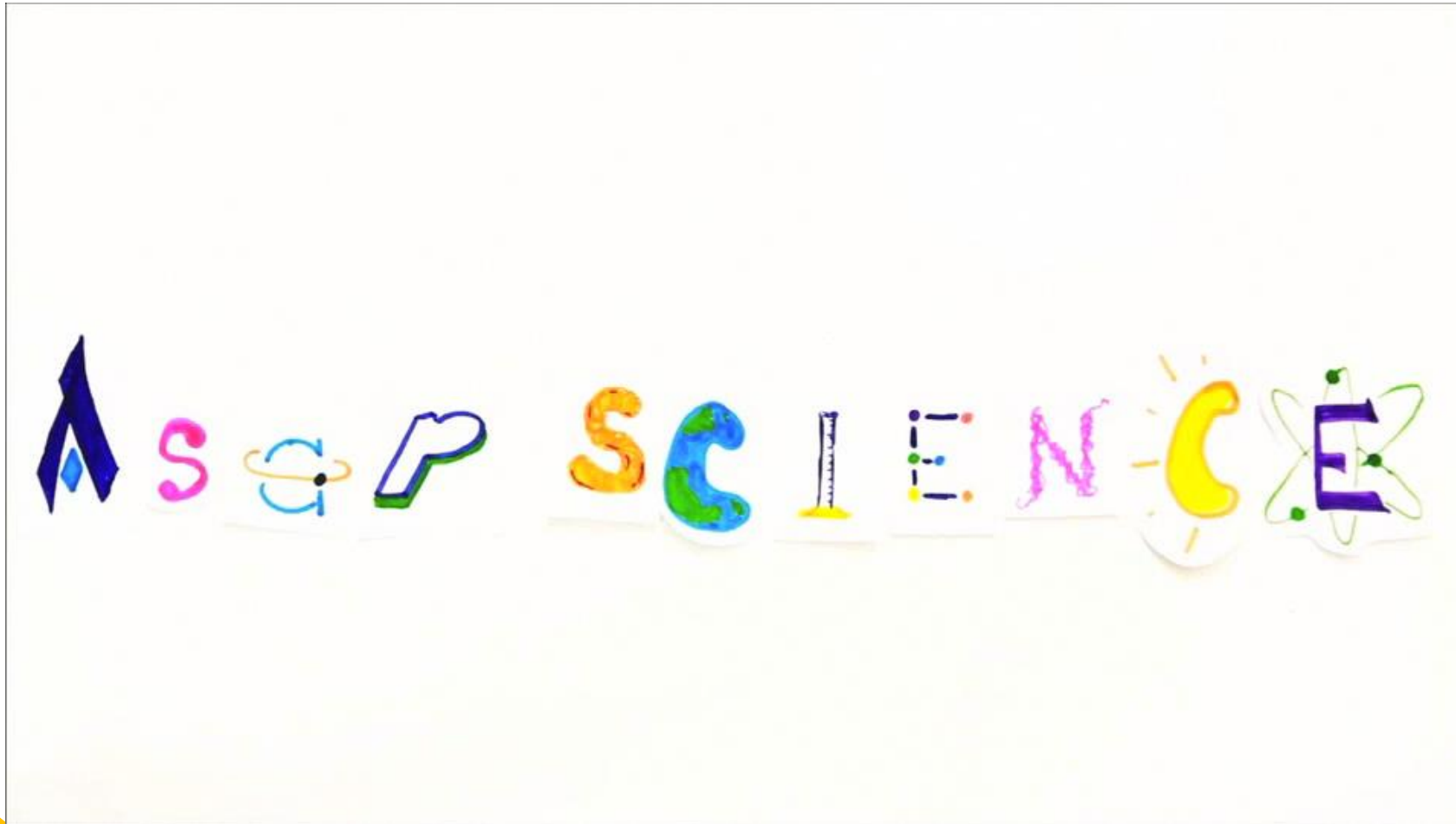


The Mental Model



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Brainwork



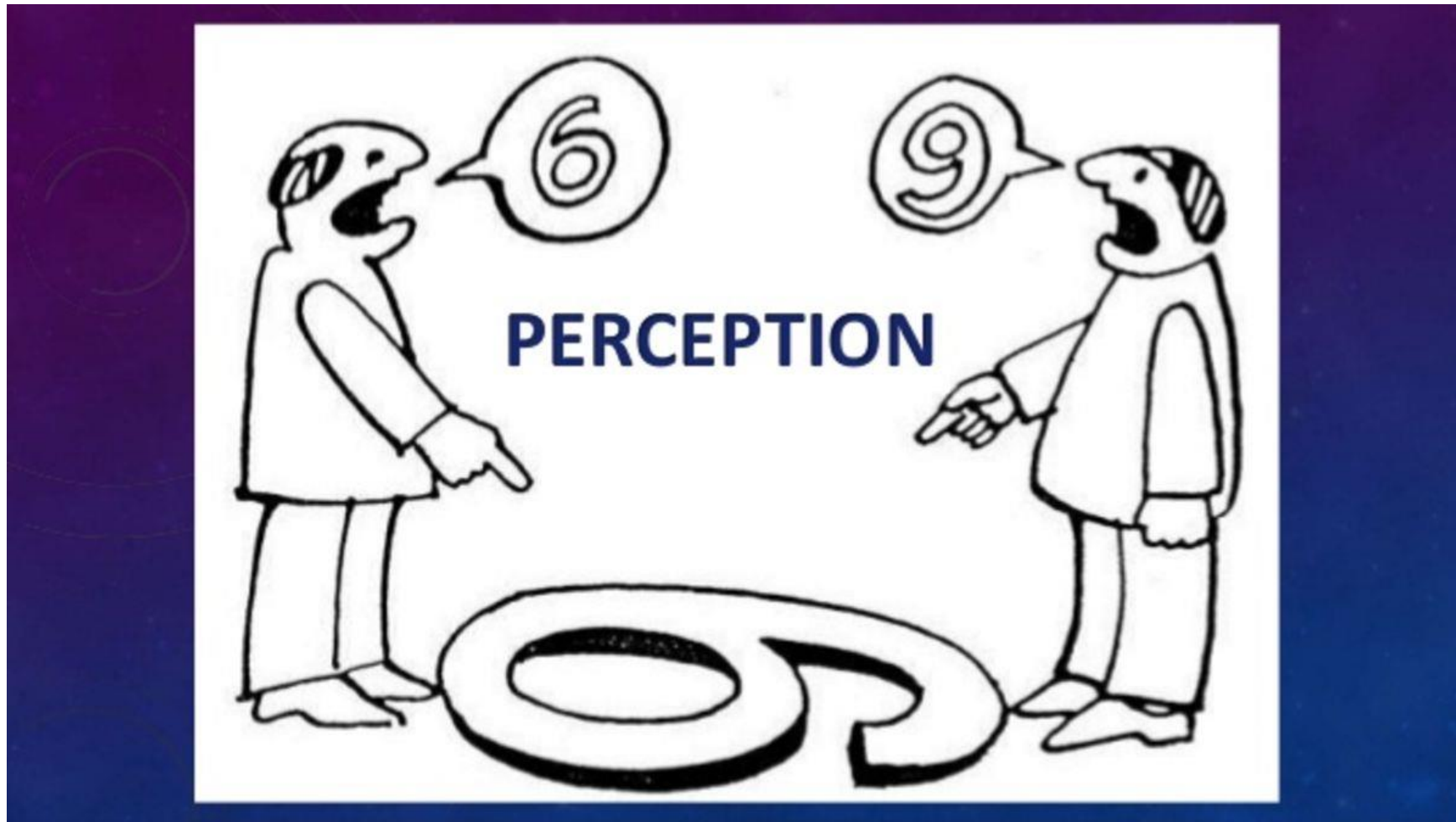
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What do you see?

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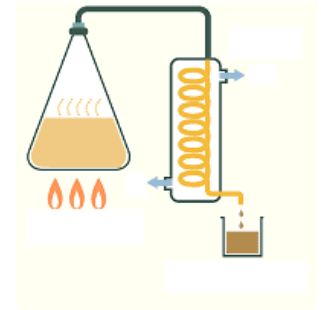
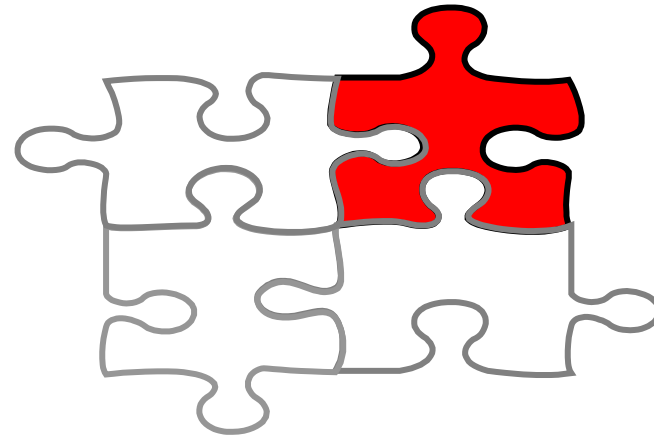
THE SPOKEN WORD



Organising Thoughts

BULLET POINT THINKING

- Prepare
 - What is relevant
- Précis
 - Distil, reduce word count
- Prioritise
 - Most important things first





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Any Questions?

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