Improving System Performance and Human Wellbeing

Human Factors in Healthcare: The UK Response to COVID-19

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CIEHF Response and Leadership

Gold Team Members
- Dr Noorzaman Rashid, CEO
- Chris Ramsden, President, Chartered Society of Designers. CIEHF Healthcare SIG (Design)
- Dr Mark Sujan, CIEHF Healthcare SIG (AI)
- Prof. Paul Bowie, CIEHF Healthcare SIG (Patient Safety)
- Prof. Sue Hignett, Professor of Healthcare Ergonomics & Patient Safety, (Clinical experience).
- Prof. Peter McCulloch, Professor of Surgical Science (Clinical experience).

Silver Team Members
(Chartered Ergonomists: healthcare expertise)
(Clinical Experts)
(Academics and Researchers)

https://covid19.ergonomics.org.uk/
Creating a Safe Workplace

User-Centred Design of Work Procedures

- Highly problematic risk & safety issue
- advice and guidance on the design of work procedures, e.g. written instructions, protocols, SOPs, checklists, flow charts
- support the design and re-design of care services and new ways of working
- safer and easier to use procedures, to support how people work and reduce risks to themselves, patients, carers etc.
- rapid development process 65++
About the Guidance: 3-Level Interactive Infographic

Level 1

Essential steps to design work better

- What is work better?
- Why are they with you?
- How do they work?
- When do you do what?
- Can you design who you are?
- What are you with?
- Who do they have?
- When do you need what?
- Is there a design who you have?
- Can you design what you have?

Level 2

Ten key steps to design work better

1. What's a work procedure?
2. Ensure a procedure is needed
3. Involve the whole team
4. Identify the hazards
5. Capture work-as-done
6. Make it easy to follow
7. Test it out
8. Train people
9. Put it into practice
10. Keep it

Level 3

Guidance to help design effective and viable work procedures for health and social care teams

COVID-19 Risk Assessment and Control Guidance Package for Scottish General Medical Practices

NHS EDUCATION FOR SCOTLAND
SAFETY, SKILLS & IMPROVEMENT

5

6
Systems Thinking and Capturing Organisational Learning

CIEHF Good Practice Guidance in Learning from Adverse Events
SIGNPOSTING RESOURCES

Team-Based Learning from Events - Safety Culture Cards - Systems Thinking Cards - HF and QI Tools - HF Teaching Resources and More

- UK and International Community of Practice
- ‘Go To’ Hub for Human Factors learning and resources to support Health & Social Care

http://www.knowledge.scot.nhs.uk/hfe.aspx

Thank You Very Much!