

HUMAN FACTORS

The Dirty Dozen

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INTRODUCTION

Human Factors refer to environmental ,organisational and job factors and individual characteristics which influence behaviour at work

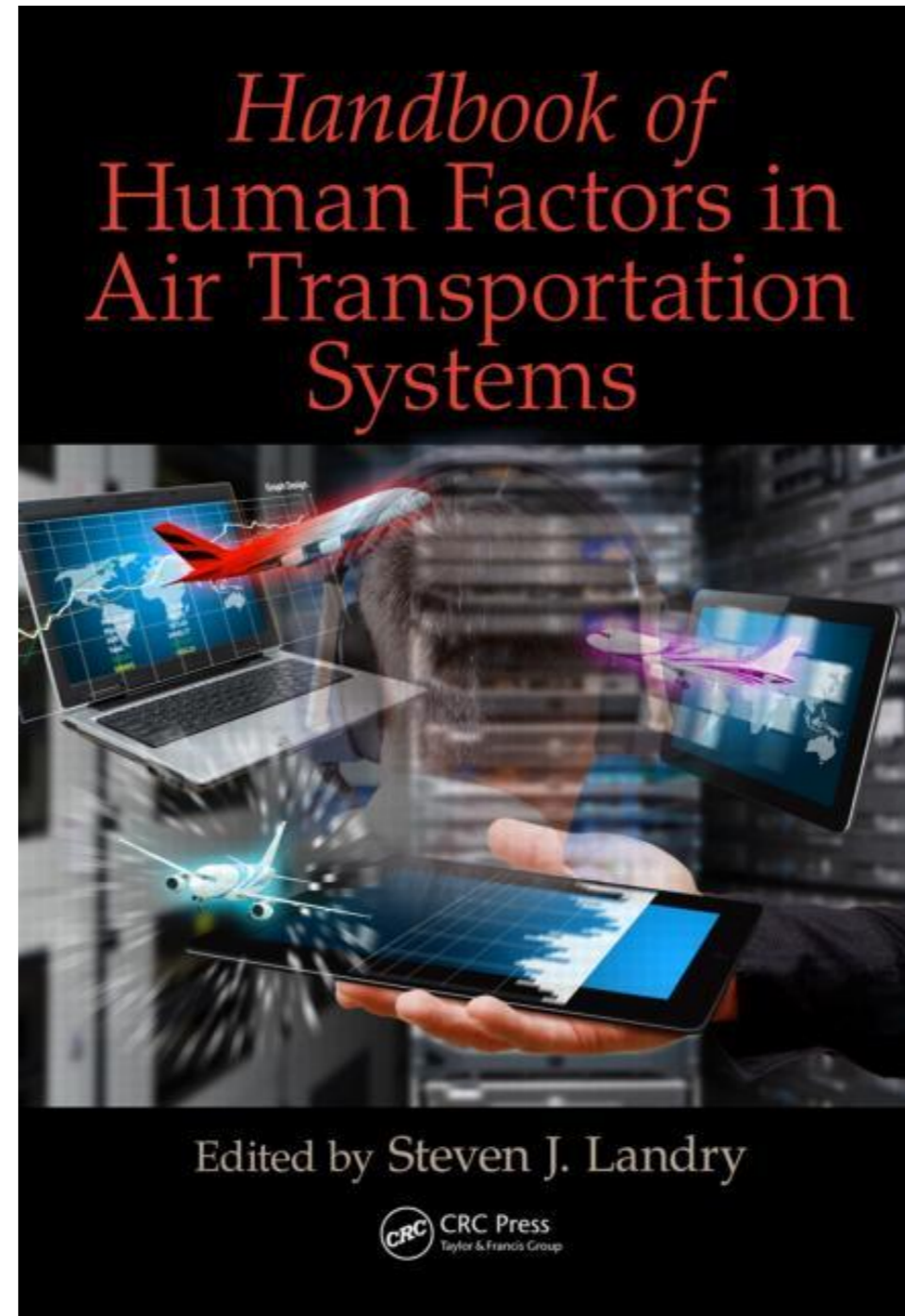
HOW ERRORS AND INCIDENTS OCCUR ?

- Being Human by its very nature, makes us all fallible
- We all make mistakes in things we do or forget to do in our personal or professional lives ,but the impact of these is often non existent or merely creates inconvenience
- In Healthcare there is always an underlying chance that the consequences could be catastrophic
- It is this awareness that often prevents such incidents as we purposefully heighten our attention and vigilance when we encounter situations or tasks we perceive to be risky

SWISS CHEESE MODEL OF ORGANISATIONAL ACCIDENT (REASON 1990)



LESSONS FROM AVIATION



THE DIRTY DOZEN !

Human Factors – *The Dirty Dozen*



Daily Pressures

- Lack of communication
- Complacency
- Lack of knowledge
- Distractions
- Lack of teamwork
- Fatigue
- Lack of resources
- Pressure
- Lack of assertiveness
- Stress
- Lack of awareness
- Norms

COMMUNICATION

- Lack of communication or poor communication often appears at the top of contributing and causal factors in 70-80 % incident reports .
- With Verbal communication ,it is common that only 30% of a message is received and understood.
- What could be leading to Poor communication ?

COMMUNICATION

Different styles of communication within the team

Hierarchy or power

Language

Team culture

Poor written Correspondence

Past Experience

What can be done to improve Communication

?

Briefing and Debriefing

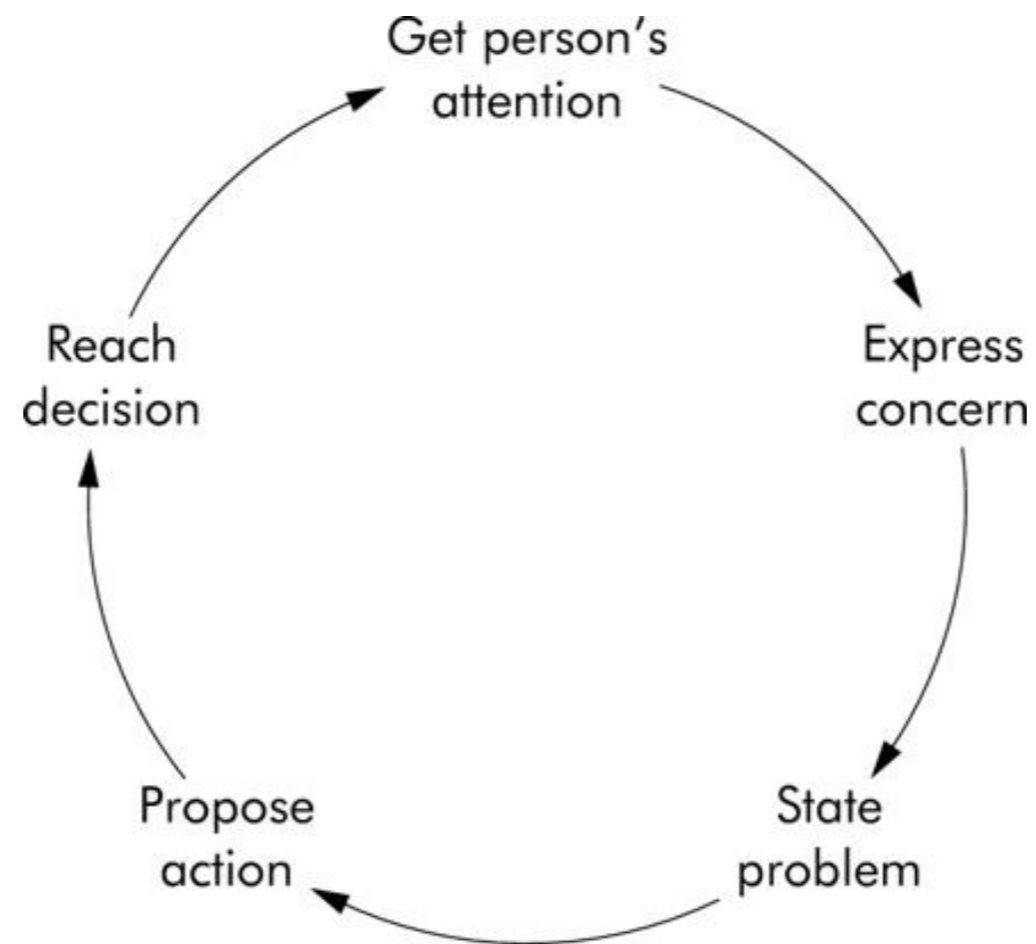
Communication training and regular feedback and reflection

Standardised Communication Tools like
SBAR

- Situation
- Background
- Assessment
- Recommendation

ASSERTIVENESS

People need to state the problem politely and persistently until they get an answer
Focusing on the problem and avoiding the issue of who's "right" and who's "wrong" is quite important



TEAMWORK

To Create an effective team it is necessary that the following issues ,are discussed ,clarified ,agreed and understood by all team members .

- Meaningful expected Outcomes -defined goals .
- Each team member's roles and responsibilities
- Limitations and boundaries
- Individual expectations and Concerns
- Briefing and Debriefing arrangements

COGNITION

We all have biases in our cognitive processing that will influence decision-making

We must learn to distinguish between automatic and unconscious thinking and c

STRESS AND MENTAL WORK LOAD

- ▶ Remember -We bring our whole selves to work !
- ▶ Life pressures can be intermittently forgotten but still with you when at work
- ▶ Be self aware
- ▶ Acute stressors
- ▶ Chronic Stressors

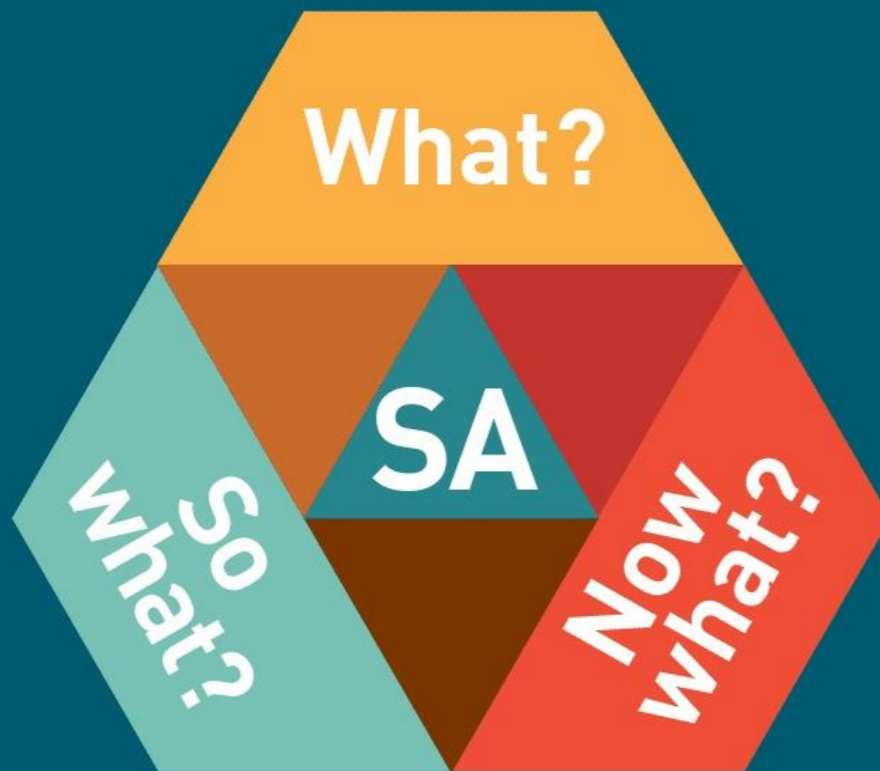
FATIGUE

- ▶ FATIGUE impacts on your cognitive abilities
- ▶ The human brain can have only 7-8 things at its forefront at one time
- ▶ Most people at some time or another over estimate their ability or underestimate their limitations
- ▶ Be mindful of your workload
- ▶ Get feedback from colleagues
- ▶ Healthy lifestyle (Sleep, diet and exercise)
- ▶ Don't rely completely on memory and vigilance when tired

SITUATIONAL AWARENESS

➤ No

Situational Awareness is



IHF INTEGRATED HUMAN FACTORS

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What causes you to Lose SA?

- Lack of information
- Poor comms
- Systems unreliable
- Distraction
- Focused attention
- Task saturation 'Maxed Out'
- Inexperience
- Overly demanding task
- Poor training
- Emergencies

What can you do about it?

Recognise and admit it!

- Step Back
- Use SLAM
 - Stop
 - Look
 - Assess
 - Manage

Prioritise
Communicate



COMPLACENCY

- ▶ Reduced Mental vigilance resulting in important signals being missed and seeing what you are expecting to see
- ▶ Team work and mutual cross checking will provide adequate stimulus when fatigued

WHY HUMAN FACTORS IN HEALTH CARE ?

- Embracing Human factors is about making your day to day working environment safer and efficient
- Humans are fallible and their performances at work is affected by personal life experiences ,external pressures and lack of robust support structures

THANK YOU
