Update on National Development Work on Human Factors and Ergonomics (HFE) Integration

**Progress Report**

A short update report on existing work to agree and prioritise a development plan for HFE with national stakeholders can be found here: [http://www.knowledge.scot.nhs.uk/media/CLT/ResourceUploads/4094847/nes-rcsed-hfe-report.pdf](http://www.knowledge.scot.nhs.uk/media/CLT/ResourceUploads/4094847/nes-rcsed-hfe-report.pdf)

**Join the Growing HFE National Network**

To register for updates on national HFE work and progress, or to become involved and make a contribution, please email: humanfactors@nes.scot.nhs.uk

**Coming Soon - Online HFE Community of Practice (CoP)**

On behalf of the national HFE development network, NES will be launching a new online Community of Practice in September 2019. As well as acting an interactive hub, the site will host a range of easily accessible HFE learning resources to support the health and social care workforce in improving system performance and human wellbeing. The CoP is currently under construction, but an early version can be viewed here: [http://www.knowledge.scot.nhs.uk/hfe.aspx](http://www.knowledge.scot.nhs.uk/hfe.aspx)

Please email Katie Edwards, NES Knowledge Network for further information: katie.edwards@nes.scot.nhs.uk

**Advanced Training in Human Factors and Ergonomics for Risk, Safety and Improvement Advisers**

As part of the national Human Factors development work, NES is exploring the potential to deliver Chartered Institute of Ergonomics and Human Factors (CIEHF) accredited training over 2-3 days beginning in early 2020. The course
Professional Development for Risk, Safety and Improvement Advisors

NES and the Chartered Institute of Ergonomics and Human Factors [https://www.ergonomics.org.uk/] are exploring how we can provide continuing professional development support and potential CIEHF Technical Membership to interested NHS risk, safety and improvement advisers. We are currently in discussions with two interested NHS Boards but are keen to expand upon this. If you are a Board Head of Service in any of these areas and interested in hearing more, please get in touch with Professor Paul Bowie: paul.bowie@nes.scot.nhs.uk

NES Safety, Skills and Improvement Research Collaborative (SKIRC)

Interested in research and evaluation related to patient safety, quality improvement and human factors?

SKIRC has launched a new online site where you can access pre-publication reports of our research and development outputs. For our latest reports on:

- Systems thinking for QI
  - Safety culture measurement in general practice
  - Evaluation of the Scottish Quality and Safety Fellowship
  - Trigger tool for general practice
  - Ergonomic analysis of MRI system safety
  - Taking forward Human Factors in NHS Scotland
  - Is the ‘never event’ concept a useful safety management strategy?

…and more, please visit: [https://learn.nes.nhs.scot/2534/patient-safety-zone/safety-skills-and-improvement-research-collaborative-skirc]

Patient Safety Workshops

Why things go wrong and right in complex systems
How to respond when things go wrong and right in complex systems

The Patient Safety group have produced two three hour workshops covering the Fundamentals of Patient Safety. These workshops are currently delivered twice a year at five regional sites across Scotland.
We are interested in hearing from people who would like to deliver these sessions locally for their specific context. Support in the form of mentoring would be available. If you know somebody for whom this would be of interest please get in touch via patientsafety@nes.scot.nhs.uk

Information about both workshops can be found here https://learn.nes.nhs.scot/990/patient-safety-zone/training

Additionally we also deliver a three hour workshop on Human Factors recognised by the Chartered Institute of Ergonomics and Human Factors (CIEHF) and we are offering to support people interested in contributing to national work on Human Factors by delivering this session.

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NES SIPCEP module launch: Management and control of CPE in Scottish acute healthcare settings

The NES Public Health Team have released a new national e-learning resource, as part of the SIPCEP Intermediate Layer.

The e-learning module on “Management and control of CPE in Scottish acute healthcare settings” will help staff in acute hospitals to

- Identify and manage suspected and confirmed cases of CPE and their contacts
- Effectively communicate with people receiving care, families and providers of care across all settings
- Know who to contact and when to contact someone for support

This module gives the learner practical advice on the management and control of CPE in Scottish acute healthcare settings. It focuses on the management of CPE positive patients and those at risk following national guidance. The module includes a CPE scenario and also provides an overview of transmission based precautions (TBPs) necessary to prevent the spread of CPE and other MDROs. The module is aligned with the Toolkit for the early detection, management and
Target groups:

- The module is intended for frontline clinical staff in acute healthcare settings.

The eLearning module is available on Turas Learn for all Scottish health and social care staff and students. A certificate of completion can be downloaded after successful completion.

Staff can easily find the module by logging into Turas Learn (https://learn.nes.nhs.scot/) and typing CPE into the Turas Learn search bar.

In addition, the module will be available in some boards on their learnPro platform.

Further details of the course can be found on the NES HAI website.

Contact: hai@nes.scot.nhs.uk

Patient Safety Tools and Techniques

Safety Culture Discussion Cards

Safety culture can be described as our:
1. Values (What is important)
2. Behaviours (The way we do things around here)
3. Beliefs (How things work)

Safety culture has been shown to be a key predictor of safety performance in several industries. It is the difference between a safe organisation and an accident waiting to happen. Thinking and talking about our safety culture is essential.

Systems Thinking for Everyday Working (STEW) Cards

The principles contained in these cards can be used to frame team discussions to encourage a systems approach to exploring and improving safety in healthcare.

They can help to:
- Understand the current system
- Analyse incidents (with both wanted and unwanted outcomes)
- Identify improvement priorities
These cards are designed to help us to understand what we do well, and where we need to improve. These cards are designed to help us to do this.

International Forum on Quality and Safety in Healthcare