

Modules available March 2021

Creating patient safety

eLearning modules from the Clinical Human Factors Group





The Charity

About Clinical Human Factors Group

The Clinical Human Factors Group (CHFG) is a Registered Charity started in 2007. We work with clinicians and experts to promote the use of Human Factors Science to make healthcare safer for patients and staff, to optimise well-being and improve healthcare system performance.

The Charity was started by Martin Bromiley OBE, whose late wife, Elaine, died as a direct result of problems during an attempted routine operation. A subsequent independent review identified that a well-equipped operating theatre and a team of clinicians all technically skilled, had failed to respond appropriately to an unanticipated emergency. As Martin researched healthcare, he realised that the systems of healthcare make it remarkably hard for staff to do the right and safe thing.

With the support of a group of clinical practitioners, academics and NHS leaders the Clinical Human Factors Group was formed with the aim to promote human factors in healthcare from Board to Ward and beyond. Fourteen years on, the Charity has influenced a generation of workers by promoting the application of Human Factors science in all areas of healthcare.





CHFG eLearning for Healthcare

About CHFG eLearning

As part of the Charity's core mission to promote human factors science in education and training CHFG have produced a series of E-learning modules for healthcare.

These modules seek to encourage the positive actions that create patient safety that are relevant to all staff working in healthcare. We use a human factors and ergonomics perspective to show how human performance and safety are affected by the way we behave, communicate and interact at work.

The learning is based around a true story re-created in a new film to show the complexity of how a patient safety incident develops in an everyday scenario. Our actors illustrate the subtle behaviours, that we all do some of the time, that give rise to well-documented safety issues, as well as the safety-creating behaviours we want to encourage.

Our modules reflect items on the NHS England's Patient Safety Syllabus.



Reflects the Patient Safety Syllabus

CHFG eLearning for Healthcare

CHFG eLearning



Developed by healthcare for healthcare

Working with human factors & learning development experts. An engaging and easy-to-use programme presented in an audience-appropriate way.



Uses human factors & ergonomics

Shows how human performance and safety are affected by the way we behave, communicate and interact at work.



Interactive & filmed content

Supports different learning styles using reflection, talking heads, diagrams & summaries. Printed take-aways available to use in an individuals' own work context.

Human Factors & Patient Safety

Module one: An introduction



An introduction

Presents the same message for staff from Board to Ward and beyond. Particularly relevant for non-clinical staff and staff who have no previous knowledge of Human Factors or non-technical skills training.



Content

How behaviour impacts patient safety; how to speak-up; getting the right patient, right place, right time; sharing the plan – so everyone has the right information.



20 minutes

Based around a true story re-created in a new film 'Just a Routine Appointment' used to demonstrate the types of behaviour that create safety.

Creating Safety eLearning

Human Factors & Patient Safety

Module two: Clinical Plus



For clinical staff, managers & leaders

Covers module one topics but in greater detail with more science and tools to improve individual and team behaviour. Suitable for clinical and managerial staff and all who have an interest in learning more about human factors.



Content

Explains Human Factors principles: situational awareness, mental models, cognitive workload, civility & approachability; speaking-up and the behaviours to encourage these.



40 minutes

Our new film 'Just a Routine Appointment' is used to demonstrate how behaviour can create safety. Characters from the film talk us through what they think happened and what they could do to create safety.





Creating Safety eLearning

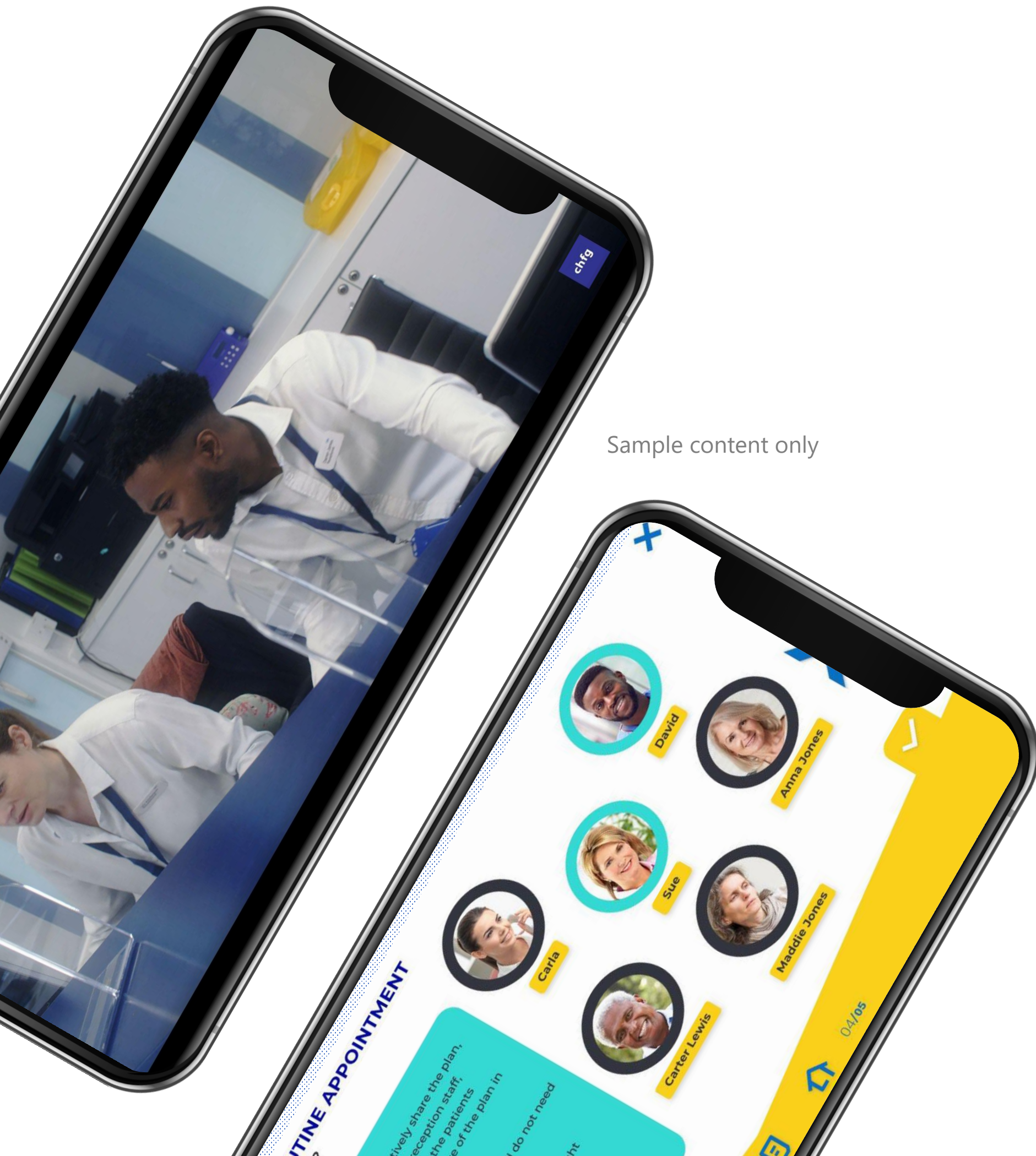
Interactive Easy & engaging

Users can proceed at their own pace with the ability to return to content, record their reflections, print-out reflections & tips. The user is guided to view and interact with all material.

The learning is based around an engaging film shown intersected with talking heads, explainers and the opportunity to reflect and options to record reflections.

Usability design guided and tested by Human Factors experts.

Content developed by staff working in healthcare and training.



Sample content only

Creating Safety eLearning

Flexible learning on your LMS*



Individual learning

Users access the elearning modules via your LMS at a time that suits them. Before and after course evaluations surveyed.



Wherever your users are

Responsive design means viewable on a computer monitor, laptop, tablet and mobile phone.



Technology












SCORM compliant files for easy installation on your *Learning Management System. Meets NHS eLearning standards and Access Standards.

eLearning Audience



	Module one	Module two
All staff	✓	✗
Clinical & Allied Health Professionals	✓	✓
Managers & the Board	✓	✓

eLearning Learning objectives

	Module one	Module two
Recognise everyone working in healthcare can create patient safety by their own behaviour		
Explain why it is important to always have a clear understanding of the task in hand		
Demonstrate the best ways of maintaining a clear and shared understanding of tasks		
Describe how interruptions, distractions and incivility can impact on task performance		
Describe how to speak-up if you see a potential issue and how to encourage approachability.		
Explain how a systems approach can be applied to the study of patient safety		

eLearning Pricing Guide



Module one

Module two

Both modules

Price organisation-wide license

Set-up fee - one off

Annual charge

Please contact info@chfg.org for pricing