

REPORT ON COPMRE **7th Annual Symposium**

Human Factors Education – Consideration for Dorset?

The afternoon session was organised and chaired by Jane Reid who as well as working in the university, is also Clinical Advisor to the NPSA and President of the IFPN. The theme for the afternoon was education in Human Factors, which have been recognised within the healthcare professions as being important causes of errors and mistakes, with the realisation that more education is needed for fledgling healthcare professionals in order to try and prevent harm to patients.

After an introduction from Jane Reid and Mike Masding on current teaching within the Foundation Programme in Dorset, the scene was set by Martin Bromley, a commercial pilot and chair of the Clinical Human Factors Group, who gave a very powerful presentation about the sad events that led to his wife's death due to a number of different errors that occurred whilst she was having a routine operation. He showed the importance of working together from the point of view of the airline industry and the difficulties within the medical hierarchy when errors were made. This was followed by Mark Emerton, a consultant orthopaedic surgeon from Leeds, who also works for the NPSA, who spoke on how he had worked to improve the way the team in theatres worked together and thereby led to a quite considerable service improvement. This involved the use of the pre-surgical checklist, which has been supported by the World Health Organisation, and other measures to improve how the surgical teams worked together in theatre, and how they relate to each other whilst working in that environment.

Dr. Matt Inada-Kim presented work that he had done in Winchester, about how he had introduced the acute sepsis care bundle. This is a raft of measures which he demonstrated had reduced both problems around the care of sepsis, and had also reduced costs. Individually, each change may not seem to be significant, but when made together they add up to considerable benefit. Then Dr. Richard Jenkins, a GP and a fellow at the NHS Institute for Innovation and Improvement, showed some of the simple things that could be done within general practice that could improve patient safety. He acknowledged that work on patient safety in primary care was less advanced than in hospital, but already he showed some simple things that could be done to improve care.

This enjoyable and thought provoking afternoon demonstrated the continued importance of acknowledging that human behaviour is a key part of healthcare, and that technological advances will never overtake the vital importance of healthcare professionals working together. It is something that we can all improve on in our healthcare surroundings and the Bournemouth

University CPRME will work to improve teaching on these measures in Dorset.