

Stuart Dickinson Nathan Farrow

Human Factors in Healthcare Forum, 6 June 2017

Human Factors Program Metropolitan Pilot

Stuart Dickinson – Human Risk Solutions

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Overview

- How the course came about
- Why learn about Human Factors
- Overview of the VMIA Human Factors Course (pilot)
- Features of the course
- Course evaluation
- Project examples
- Next steps

How the course came about

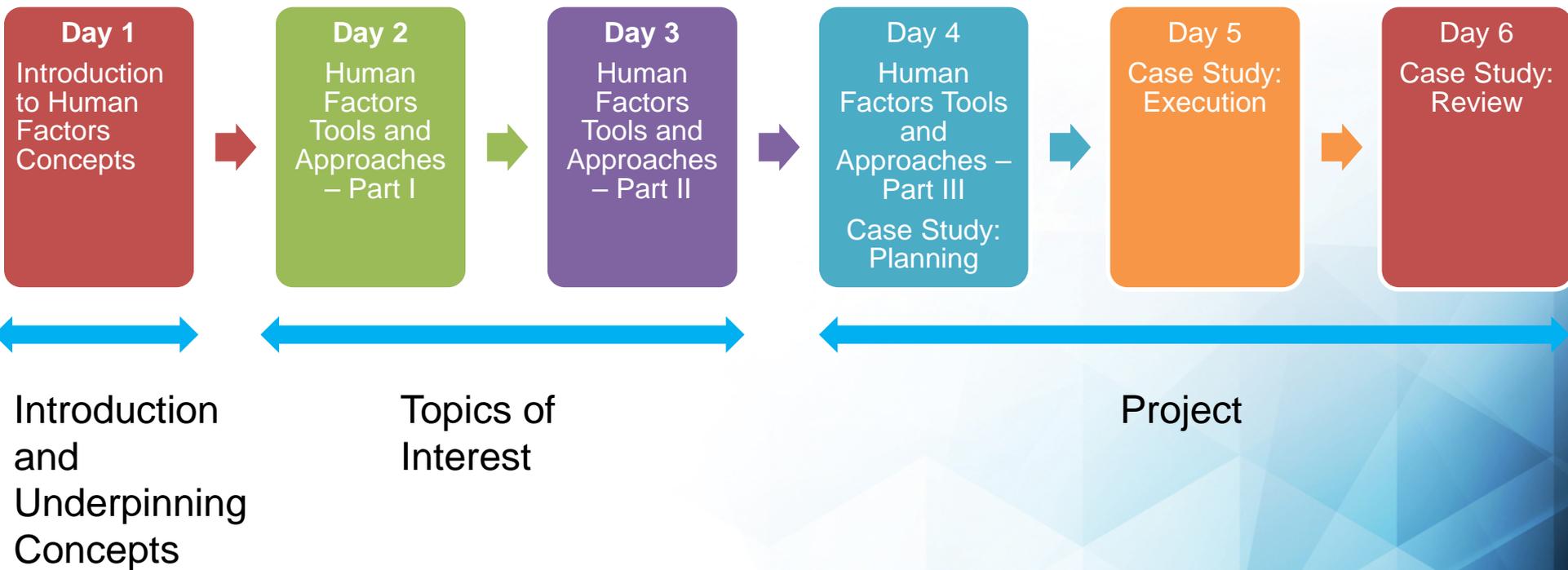


Why Learn About Human Factors?



If you **AREN'T** managing human factors issues, you **AREN'T** managing your risks!

Course Overview



Course content

Day 1

- Course introduction
- Introduction to human factors
- Underpinning concepts
- Tools overview

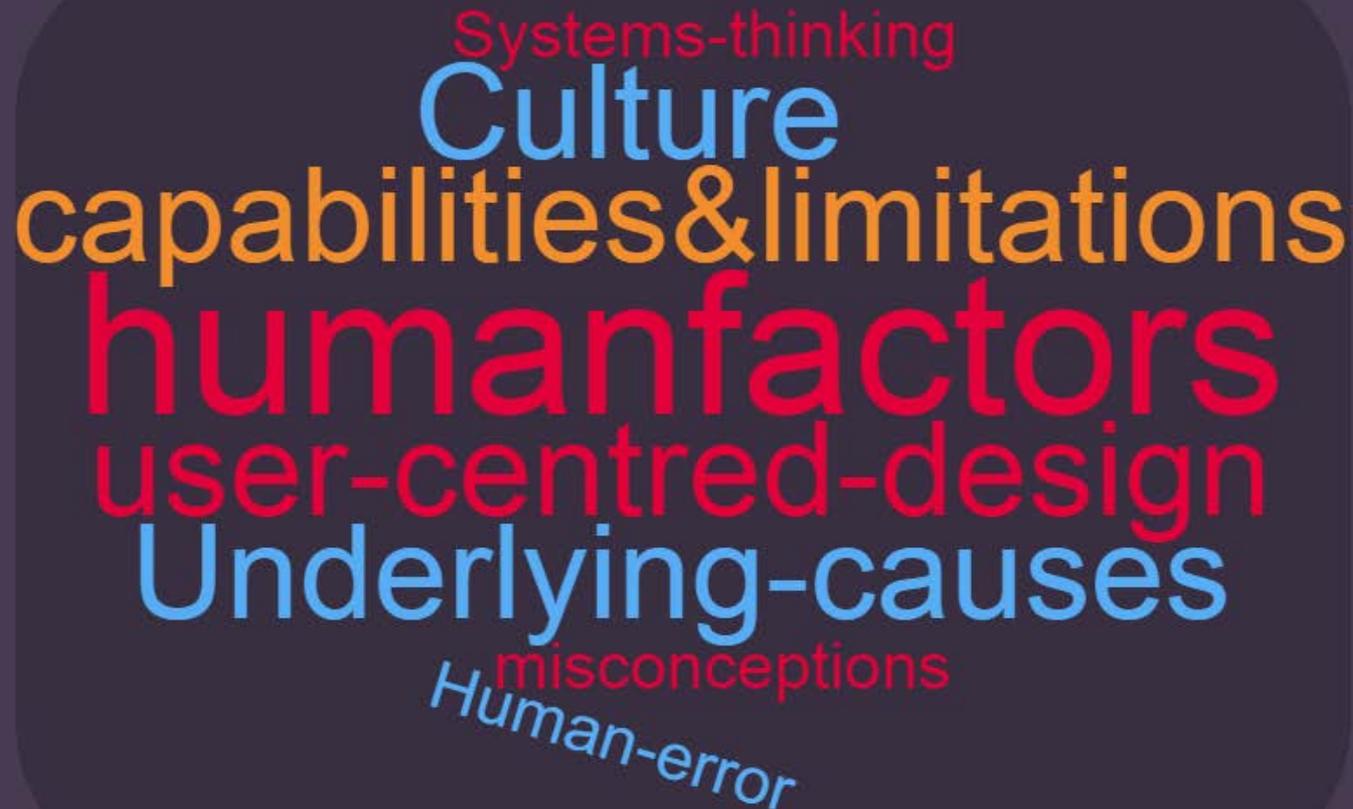
Days 2 – 4

- Usability
- Reliability and usability of procedures
- Human Factors Integration (HFI)
- Maintenance errors
- Identifying human failures / Non-technical skills
- Competence assurance
- Human factors in investigations
- Safety critical communications
- Fatigue
- Safety culture
- Alarm handling
- Organisational change and transition management

Days 4 – 6

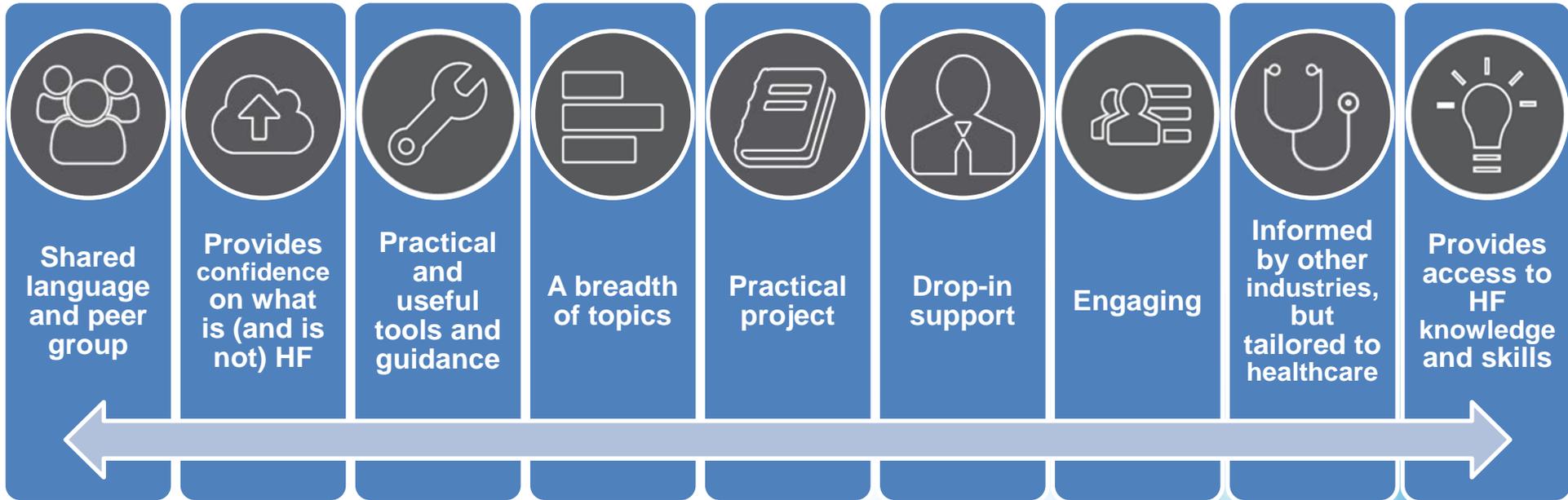
- Application of practical skills
- A small human factors project to complete

Underpinning knowledge



Systems-thinking
Culture
capabilities & limitations
human factors
user-centred-design
Underlying-causes
misconceptions
Human-error

Features of the Course

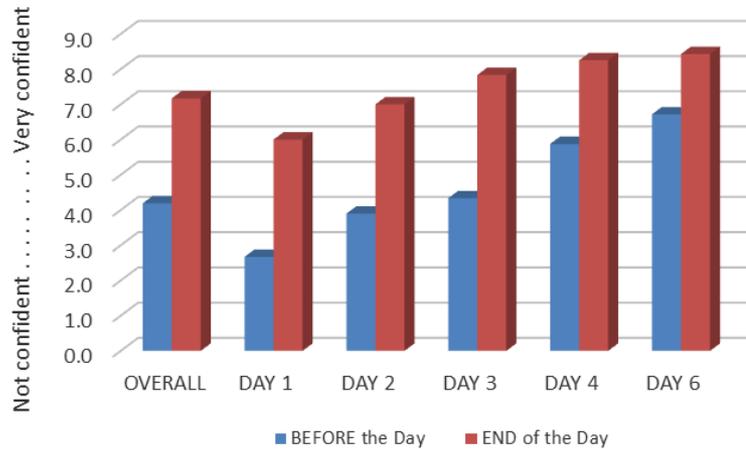


Course evaluation

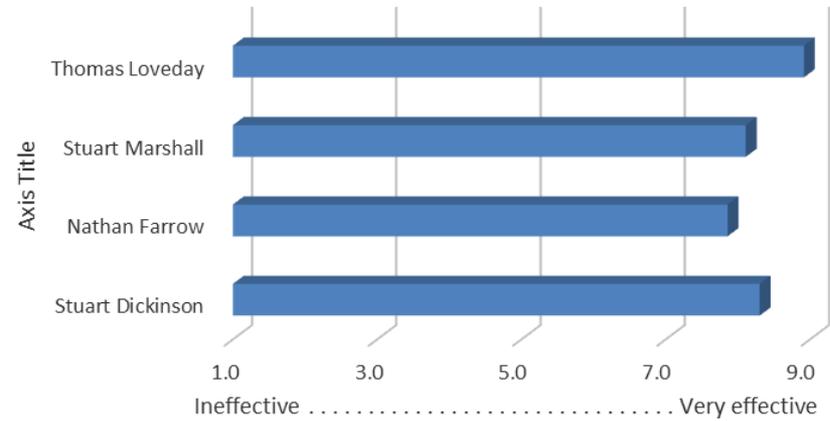
- Kirkpatrick's four level evaluation model (Kirkpatrick and Kirkpatrick, 2007)
 - **Level 1 – Reaction (basic course evaluation)**
 - **Level 2 – Learning**
 - **Level 3 – Behaviour**
 - **Level 4 – Outcomes**
- Data collected during the course, on completion and at 6, 12 and 24 months after the course.
- Questionnaires, pre-post course knowledge evaluations and interviews
- Ethics approval
- Inform ongoing course adaptation and improvement
- Publication

Evaluation findings - Level 1 Participant reaction

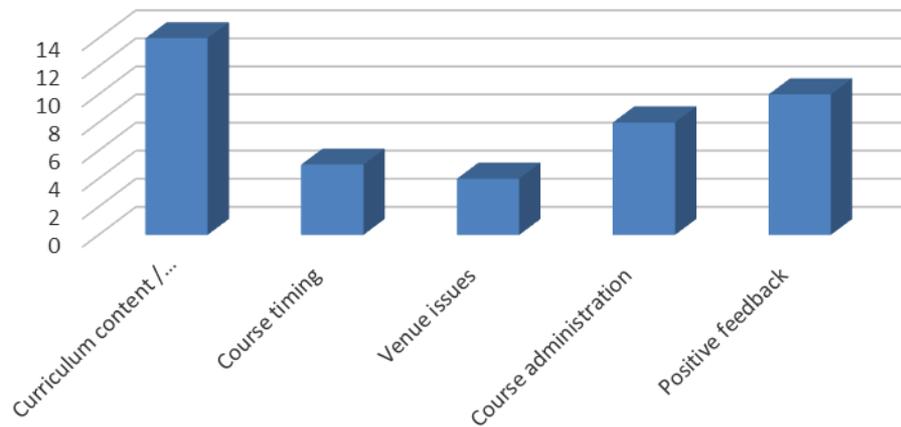
Confidence in understanding Human Factors topics presented



Effectiveness of course facilitators



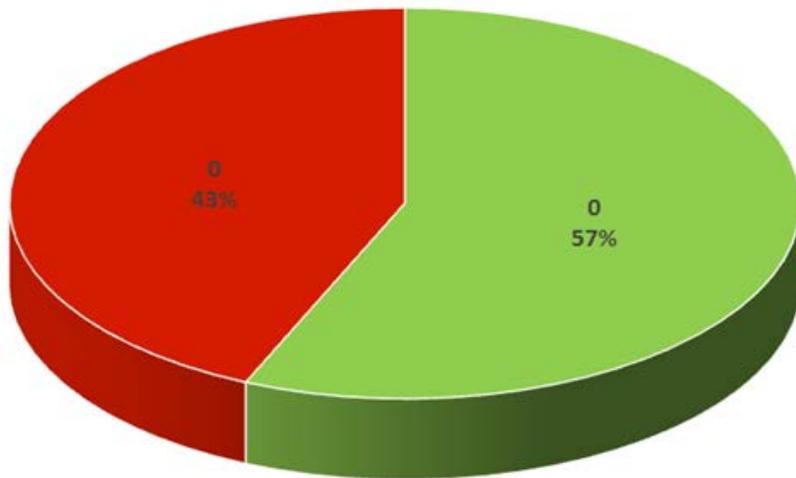
*How could this course be improved?
Analysis of themes*



Evaluation findings - Level 2 Pre-post knowledge tests

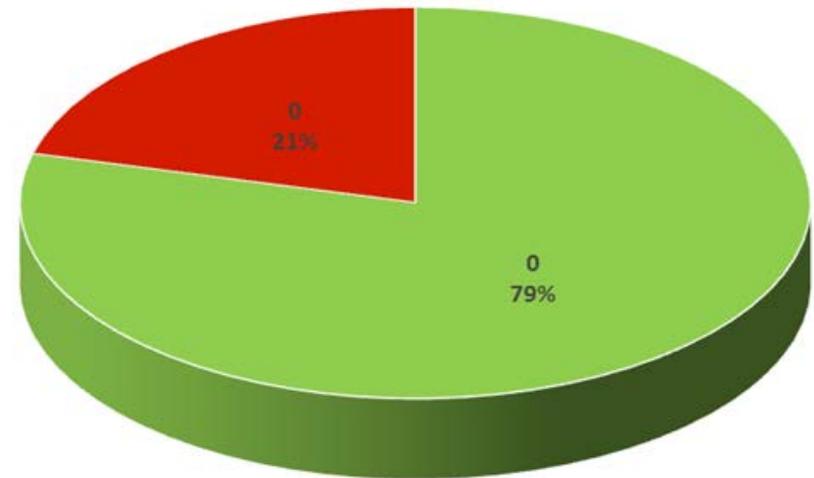
- Pre-course

Mean response accuracy



- Post-course

Mean response accuracy



Next steps



Thank you



human risk
solutions

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