

Developing 'Human Factors' Skills

Exploring the vital role that non-technical skills play in improving team working, communication & patient safety. The basics of human factors training for the maternity care team



Friday 15th March 2019, Birmingham
Friday 24th May 2019, London
Friday 20th September, Manchester
Friday 15th November 2019, Birmingham

THIS COURSE IS AVAILABLE TO
COMMISSION IN YOUR HOSPITAL – EMAIL
TRAINING@BABYLIFELINE.ORG.UK
TO ENQUIRE

6.5 hours relevant for CPD

All Places Subsidised
at **£120**

- Price includes lunch and refreshments
- Student Discounts Available! See Website for Details



The course is ideally taught in a multidisciplinary setting and is relevant to all members of the acute maternity team including **midwives, obstetricians, anaesthetists**. It is also relevant for allied health professionals (AHPs).

The Need for Training

In numerous reports investigating maternal and neonatal deaths, and avoidable harm, a great deal of cases involved an element of substandard care. Teamwork, communication, and interpersonal skills were cited as particular areas of concern.

The social skills of communication, team-working and leadership and the cognitive skills of situational awareness and decision-making are considered to be key 'non-technical skills' (NTS). Such skills are of particular relevance to the acute maternity care team on the Delivery Suite, where multiple tasks are often required simultaneously, the woman is usually awake, and the clinical circumstances may be complex and stressful.

Course Facilitators

Mr Kim Hinshaw - Consultant Obstetrician and Gynaecologist, Director of Research & Innovation, City Hospitals Sunderland NHS Foundation Trust, Visiting Professor; University of Sunderland Honorary Faculty Chair; Baby Lifeline BIRTH2 Training

Mr Rehan Khan - Director of Education, Women's Health Clinical Academic Group / Barts Health NHS Trust; Honorary Senior Lecturer, Queen Mary University of London

Ms Susanna Crowe - Consultant in Obstetrics and Gynaecology at Royal London Hospital

Debbie Rosenorn-Lanng - Director of Simulation and HQI and Visiting Professor at Royal Berkshire NHS Foundation Trust and Henley Business School

Mr Tim Stephens - Quality Improvement Specialist, Nurse Researcher, Honorary Clinical Senior Lecturer, Florence Nightingale Scholar, Critical Care and Peri-operative Medicine Research Group, WHRI: Queen Mary University of London

Mr Stephen Tipper - Human Factors Programme Manager, University Hospitals Coventry and Warwickshire NHS Trust

Denise Mace - Midwife, Delivery Suite Coordinator, City Hospitals Sunderland NHS Trust; RN(Adult), BSc(Hons)Midwifery, MSc Advanced Clinical Practice.

Ethel Oldfield - Maternity Investigation Team lead, Healthcare Safety Investigation Branch

Course Content

A one-day multi-professional course will explore the vital role that non-technical skills play in improving team working, communication and patient safety. Focusing on developing 'human factors' skills in the delivery suite, with workshops in the following pertinent areas:

- Key domains to discuss: situation awareness, team-working, decision making, leadership, giving and receiving feedback, stress and fatigue.
- How do we identify these skills?
- How do we improve these skills?
- Multidisciplinary workshops.
- Implications for clinical practice.

Feedback

97% of delegates rated 'Good', 'Very Good' or 'Excellent' for overall quality of education

98% reported that they would consider or intended to modify practice after seeking more information.

"Very thought provoking. Excellent learning curve. All healthcare professionals should attend."

"This has been the best training/study day I have ever attended and I have attended quite a few!"

"Excellent study day makes you think! I have learnt a lot of things today and I will try my very best to implement these into my working environment and practice."

"Very relevant in daily life for NHS. Great use of scenarios - very appropriate. Information was fantastic."

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