

Safety Science & Solutions

Integrating Human Factors in Healthcare

Wednesday 12th March 2014
Hilton Birmingham Metropole

chfg

About the Event

The Clinical Human Factors Group (CHFG) is an established coalition of healthcare professionals and experts in Human Factors from within the industry and campaigns for changes in the delivery of healthcare. In light of recent public inquiries, this conference aims to provide the latest updates on improving patient safety and quality of service within the healthcare system, to reduce the incidence of avoidable patient harms.

Highlights of the programme include:

The morning plenary will begin with a reflection provided by Sir Liam Donaldson on how we have come to understand that 'to err is human', and he will be followed by Dr Marty Makaray from Johns Hopkins, USA who will discuss what healthcare can learn from human factors science. A panel of clinical and non-clinical leaders will consider how this knowledge can be applied to the daily challenges that they all face.

In the afternoon, delegates will hear from a patient about what it feels like when we do not attend to human factors, and from Sir Stephen Moss and others about how human factors science is beginning to shape the quality agenda and work programme of the NHS. The programme is purposefully interactive so a further panel of leaders and clinicians will debate the issues inviting audience participation through questions and answer sessions.

Featuring recognised speakers in patient safety including:

- Sir Liam Donaldson, Special Envoy for Patient Safety WHO, former CMO England
- Dr Marty Makaray, Associate Professor and Surgical Director John Hopkins, USA
- Sir Stephen Moss, Non-Executive Director at Derby Hospitals NHS Foundation Trust. Chair of NHS England Human Factors Reference Group
- Professor David Haslam CBE, Chair of NICE and Chair of the National Quality Board Human Factors Sub-Group
- Professor Jane Reid, Researcher, Independent Consultant and Nurse Advisor to the National Quality Board Human Factors Sub-Group
- Dr Peter Homa, Chief Executive, Nottingham University Hospitals NHS Trust
- Dr Jo Bibby, Director of Strategy, The Health Foundation, Non-executive Director of Salford Royal NHS Foundation Trust
- Professor Charles Vincent, Professor of Clinical Safety Research, Imperial College, London
- Beatrice Fraenkel, Chairman, Mersey Care NHS Trust

Registration now open:

www.eventsforce.net/chfg2014



What are Human Factors?

Human Factors encompasses everything that can influence individuals and their behaviour. The main principle of Human Factors is to focus on optimising human performance by better understanding the behaviour of individuals, their interactions with each other and within the environment.

The key purpose of the NHS is to deliver high quality care to all and ensure that each patient has a positive experience. By acknowledging human limitations, Human Factors offers ways to minimise human errors to try and reduce the number of medical mistakes and their resulting consequences.

What does this mean for your organisation?

The NHS has started to include Human Factors approaches with the successful adoption of patient safety and quality improvement science; however it's only the beginning. In November 2013 the National Quality Board released a Concordat which aims to provide leadership and oversight for embedding Human Factors principles and practices into the healthcare system. This Concordat has been signed by the Care Quality Commission, Department of Health, Health Education England, and NHS England to name a few (see below).

The Concordat identifies the need to work with NHS organisations, clinicians and NHS staff to understand their current capabilities, establish their requirements, to develop a strategy to ensure sufficient and effective support is provided to enable organisations to maximise their potential. It is essential that Human Factor principles are adopted within healthcare services to improve the quality, effectiveness and safety of patient care.

In order to take this agenda forward, the NHS needs to develop programmes of work that include the capacity and capability of Human Factors and identify what support is needed to enable the NHS to embed Human Factor principles and practices into its culture, systems and processes. This conference could be the start of your journey

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Concordat:

We commit to supporting the National Health Service to optimise its leadership, systems and processes, design, education and training, regulation and quality assurance, to build a high performing, resilient and efficient healthcare system which protects patients by minimising human errors in healthcare delivery and is constantly aspiring for excellence through quality improvement.

Signed by: Care Quality Commission, Department of Health, Health Education England, The Parliamentary & Health Service Ombudsman for England, NHS Employers, NHS England, NHS Trust Development Authority, Monitor, National Institute for Health and Care Excellence, General Medical Council, HealthWatch England, Nursing and Midwifery Council, Public Health England, Social Care Institute for Excellence, NHS Leadership Academy, NHS Litigation Authority

<http://www.england.nhs.uk/wp-content/uploads/2013/11/nqb-hum-fact-concord.pdf> November 2013

The Programme



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09.00	Registration & Exhibition Viewing			
09.45	Opening Plenary Chair: Dr Phil Hammond			
09.55	Keynote 1 Patient Safety: Progress and Prospects Sir Liam Donaldson			
10.20	Keynote 2 Advocacy: The Cornerstone of Health Care Reform Dr Marty Makaray		Supported by an unrestricted educational grant from CareFusion	
10.50	Panel Discussion <ul style="list-style-type: none"> · Kevin Fong · Professor Jane Reid · Patricia Miller · Beatrice Fraenkel 			
11.15 - 12.00	Refreshments & Exhibition Viewing			
12.00 – 13.00	Parallel Session 1 Chair: Sir Stephen Moss Human Factor Awareness – the heart of compassionate care delivery <ul style="list-style-type: none"> · Dr Peter Jaye · Professor Jane Reid · Dr Marty Makaray This parallel session will focus on: What does the workforce need to be HF fit for purpose?	Parallel Session 2 Chair: Kevin Fong Human Factor Awareness – using safety science to improve what we do <ul style="list-style-type: none"> · Dr Peter Homa · Charles Vincent This parallel session will focus on: What do leaders need to understand to be HF fit for purpose?	Parallel Session 3 Chair: Nicola Davey Squaring The Circle – strengthening the link between compliance and assurance, and improvement <ul style="list-style-type: none"> · Jo Bibby · Mike Davidge · Beatrice Fraenkel This parallel session will focus on: Owning the problem - not burying it.	Parallel Session 4 Chair: Matt Inada-Kim How Human Factors Helped Us Little Steps, Big Improvements – what worked for us <ul style="list-style-type: none"> · Greg Dix & Richard Berrisford · Dr Alastair Williamson · Lorraine Major This parallel session will focus on: Recognising, realising, responding and reconciliation of never events.
13.00-14.15	Lunch & Exhibition Viewing Featuring the Design Zone – Human factors showcase			
14.15 – 15.15	Parallel Session 1 repeated Chair: Sir Stephen Moss Human Factor Awareness – the heart of compassionate care delivery <ul style="list-style-type: none"> · Dr Peter Jaye · Professor Jane Reid · Dr Marty Makaray This parallel session will focus on: What does the workforce need to be HF fit for purpose?	Parallel Session 2 repeated Chair: Kevin Fong Human Factor Awareness – using safety science to improve what we do <ul style="list-style-type: none"> · Dr Peter Homa · Charles Vincent This parallel session will focus on: What do leaders need to understand to be HF fit for purpose?	Parallel Session 7 Chair: Tracy Coates Speaking Up and Speaking Out <ul style="list-style-type: none"> · Gary Walker · Kim Holt This parallel session will focus on: Exploring and understanding the experiences and motivations of individuals that have acted as advocates for truth and openness.	Parallel Session 8 Chair: TBC Standardisation as an Operating Principle – for safer care <ul style="list-style-type: none"> · Simon Walsh · Speaker TBC This parallel session will focus on: Why does healthcare reject standardisation – and is there another way to get there?
15.15	Transition drink - Bottled water and juice			
15.20	Welcome back Dr Phil Hammond			
15.25	Keynote 3 Citizens as Leaders for Safety Peter Bamford - Patient Murray Anderson-Wallace			
15.55	Keynote 4 Patient Safety: Crucial Board Conversations Sir Stephen Moss Professor David Haslam CBE			
16.25	Panel Discussion <ul style="list-style-type: none"> · Charles Vincent · Jo Bibby · Patricia Miller 			
16.40	Conference Close			

Registration now open:

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Who Should Attend

This conference will enable Chairs, Chief Executives, Executive and Non Executive Directors, Chief Operating Officers, Directors of Nursing, Medical Directors and Divisional Managers, Lead Clinicians to gain insights that will positively impact their role in promoting safety, quality and productivity in healthcare. Showcasing enduring solutions to patient safety challenges; the programme will have repercussions for both patient and staff experiences.

What does it cost?

Registration Option	Register until 26/01/14 Early Bird Price	Register from 27/01/14 Normal Price
NHS and Healthcare Providers	£255	£300

Discretionary Rates (limited number)	Register until 26/01/14 Early Bird Price	Register from 27/01/14 Normal Price
Charity Personnel	£180	£230
CHFG Member	£180	£230
Junior Staff / Trainees (including Drs/Nurses/AHP's/	£180	£230

The City of Birmingham

Birmingham has recently been named the Best UK City by readers of Group Leisure magazine, the country's leading publication for group travel organisers. The city is renowned for shopping with thousands of brands to browse. In addition the city hosts everything from museums to attractions ensuring that there really is something for everyone.

The Venue

Hilton Birmingham Metropole, National Exhibition Centre, Birmingham, B40 1PP

The venue is conveniently located in the heart of England with excellent transport connections to include a first class motorway network, rail and air links.

Travel Information

Birmingham is easily accessible from the rest of the UK.

Train: From Birmingham New Street Station, take the train to Birmingham International Station. A courtesy bus can then be telephoned and will take you directly to the hotel. This 24- hour service runs every 30 minutes.

Airport: Birmingham International Airport has regular flights to and from the rest of the UK. From the Airport, use the free telephone at the airport meeting point (signposted with the Hilton logo) then take the mono rail to Birmingham International Station where the shuttle bus will collect you. Full travel information is available on the conference website.

**This event is being organised by Clinical Human Factors Group, for more information please visit:
www.chfg.org**

**For more information and to register visit:
www.eventsforce.net/chfg2014**

**For further information contact:
events@fitwise.co.uk / 01506 292 042**



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