

# SCReaM: Securing translation of Human Factors training into behaviour change within our Theatres environment



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### **PROBLEM**

We train a lot of staff in human factors. They enjoy it but we're not convinced they use what they learn to make care safer for patients. EVERYONE needs a better return on this investment!

#### **AIM**

Staff working in our theatres routinely use human factors informed tools and techniques to make care safer for our patients by December 2019

# **CHANGE IDEAS**

Pledges made at the end of training days

Worksheet to help participants convert pledge to action

Number of staff reporting taking action as a result of training

**DIAGNOSTICS** Translate Recruit Attend Return to Sign up to training into participants training day clinical work training practice Environment Theatre staff Learned helplessness - Lack Time pressures of awareness that small changes make a difference Stress Fear of speaking up/hierachy Training not translated into Not engaged/unwilling clinical practice Not releasing enough colleagues – always staff for training done it this way Temporary staff Safety culture not always prioritised Management Culture

observed

Positive feedback

on target

behaviours

**PDSA PLAN STUDY** Do **ACT** Test # Realised now need to DO Analysis needs to be easy, time Get staff to make pledges on 1 Post its handed out and filled in at end of the day. 14 pledges out of 16 something with the data that is light. meaningful to participants day programme and informing to faculty meaningful! participants Feedback pledges to staff to Think of other ways of getting Pledges converted to SMART aim – 14 Several hours to convert pledges learn if they converted pledge pledges and sent by email to people to complete pledges and to SMART statement. Not participants. 14 pledges sent via email sustainable for Faculty create their own SMART aim on to action 5 replies – poor quality the day

Follow up 6 weeks later. Pledge sheets handed out in 2 training Get participants to write their sessions with worked example own SMART aim on a new word 14 + 15 pledges made template with 2 week follow up

Participants found Pledge sheet confusing. Poor rate of return (3+2)

Simpler Pledge to Action sheets

Need to think again about how we convert pledges to action Make new template

Use a new template informed by QI to encourage participants to try ONE thing learnt on programme and provide feedback on Whatsapp Continue with Pledge to Action

sheet and Whatsapp group.

developing Pledges

Use lunchtime session to start

New Pledge to Action sheets handed out at end of day with worked example. Whatsapp group used to capture pledges in the room. 16 pledges posted to Whatsapp 10 returns with feedback

and Whatsapp group worked well. Challenge of creating Whatsapp group 'in the moment'

Continue to use Pledge to Action sheets and Whatsapp for follow up Try introducing 'Make a pledge' earlier in the day

2 sessions on pledges. Mixed group on No improvement in ease of making pledges despite twice the time devoted to it. Different group dynamics on 2 day

programme.

Return to making Pledges at end of training day. Use examples of previous pledges as examples. Amend wording to relate Pledge to 'Self' not others!

### **OVERARCHING AIM**

Through supporting our staff to translate and sustain a change in their practice following training, we aim to demonstrate an improvement in patient safety in our theatres

## **FUTURE CHANGE IDEAS**

2 day programme

Continue with Pledge to Action template

9 pledges made, 0 returns so far

- 2 faculty to set up & monitor Whatsapp on training days
- Send 2 week 'nudge' reminder on Whatsapp & email
- Themed analysis of Human Factors behaviour focus in pledges
- Monitor Human Factors driven behaviours within theatre team briefs

