

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

Louisa Chrisman<sup>1</sup>, Andrew Kermode<sup>1</sup>, Soumen Sen<sup>1</sup>, Nicola Davey<sup>2</sup>, Suzi Lomax<sup>1</sup>  
<sup>1</sup> Royal Surrey County Hospital, UK, <sup>2</sup> Quality Improvement Clinic, UK

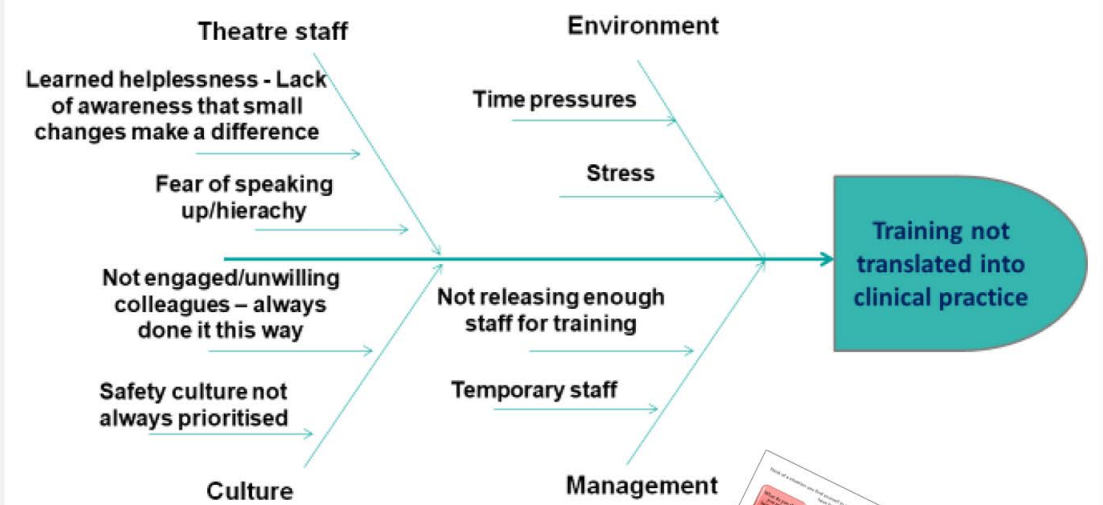
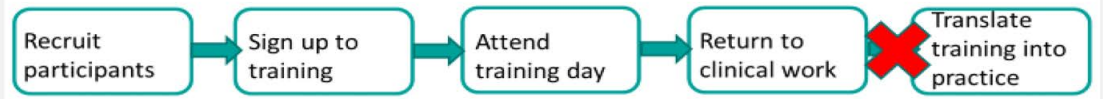
## PROBLEM

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

## DIAGNOSTICS



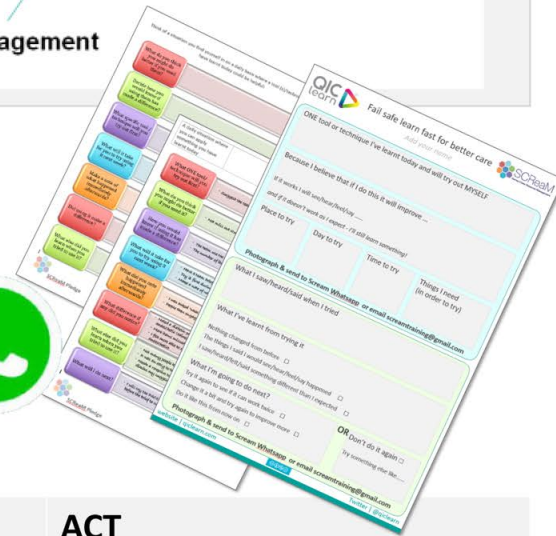
## CHANGE IDEAS

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

Positive feedback on target behaviours observed



PDSA Test #	PLAN	Do	STUDY	ACT
1	Get staff to make pledges on 1 day programme	Post its handed out and filled in at end of the day. 14 pledges out of 16 participants	Realised now need to DO something with the data that is meaningful!	Analysis needs to be easy, time light. meaningful to participants and informing to faculty
2	Feedback pledges to staff to learn if they converted pledge to action	Pledges converted to SMART aim – 14 pledges and sent by email to participants. 14 pledges sent via email 5 replies – poor quality Follow up 6 weeks later.	Several hours to convert pledges to SMART statement. Not sustainable for Faculty	Think of other ways of getting people to complete pledges and create their own SMART aim on the day
3	Get participants to write their own SMART aim on a new word template with 2 week follow up	Pledge sheets handed out in 2 training sessions with worked example 14 + 15 pledges made	Participants found Pledge sheet confusing. Poor rate of return (3+2)	Need to think again about how we convert pledges to action Make new template
4	Use a new template informed by QI to encourage participants to try ONE thing learnt on programme and provide feedback on Whatsapp	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	Simpler Pledge to Action sheets 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
5	Continue with Pledge to Action sheet and Whatsapp group. Use lunchtime session to start developing Pledges	2 sessions on pledges. Mixed group on 2 day programme 9 pledges made, 0 returns so far	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

- Continue with Pledge to Action template
- 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

