

Human Factor and Patient Safety

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Human Factors and Patient Safety



Unforeseen ice problem caused crash

- Redesigned for Safety

Human Factors and Patient Safety

Objectives

- to introduce key concepts of human factors and patient safety
- to answer the question whether patient safety is important in Nigeria
- to indentify key strategies for improving quality of care in Nigeria

Human Factors and Patient Safety

Outline

- What is human factors
- What is patient safety
- Why involve human Factors in Patient Safety
- Applications
- conclusion

Human Factors

A short quiz to get us started

- An elderly man fails to take a prescribed medicine. Which statement is true?
 - a. Poor communication in the pharmacy
 - b. Poor vision or mental confusion
 - c. Not happy to take it at that time

Human Factors

- What is human factor ?

“Human factor is an umbrella term for multidisciplinary studies of people at work which aim to identify how equipment design, organisational, environmental, personal and social factors influence performance”

Dr Sally Adam

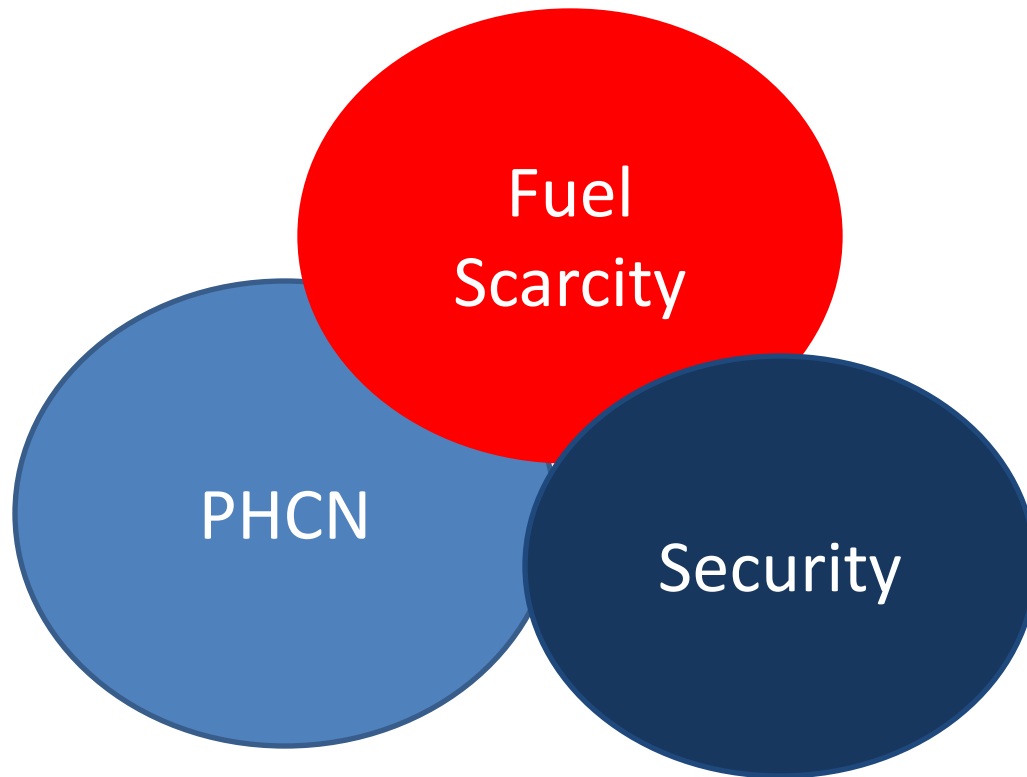
Human factor



Impact on Agriculture

Human Factors

Environment and social influence



Human Factors

the
ice,
EU

Global Concern About Nigeria

... truths and nagging problems in our polity by the ab



Exceptional Career Opportunities

Drives Service Engineer (1 position)

You will assist with installation
You will liaise and work along

We are in complete control of our actions and situations – the illusion of “free will”

Human Factors

Effects human performance?

- Physiological factors
 - Fatigue, sleep, hunger, state of health, shift work, stress
- Emotional factors
 - Mood state (e.g. anxiety), life events, confidence, motivation, personality
- Cognitive factors
 - Attention, memory, thought processes

Human Factors

Key human factors principles

- Human mental processing is resources limited
 - Short term memory
 - Cognition and decision making - biases
- Human's match like-to-like when evaluating situations
- Consider the limitations in design



Human Factors

According to research at Cambridge

University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letters are in the right place. This is because the human mind does not read every letter by itself but the word as a whole.

Human Factors

- – 80% of accidents are attributed to human factors, at the individual level, the organisation or more commonly both
- Identifying and understanding is the risk (cause and contributory factor) is important in managing this
- Essential in putting appropriate remedial action in place

Patient Safety

What is patient safety?

- Delivery safe and quality care at all times

How to achieve the goal?

- Reducing and preventing medical errors in healthcare



Patient Safety

What is involve?

- Management of diverse activity in clinical care
- Reliance on multidisciplinary teams and technologies
- Handing patients with various conditions

Patient Safety



Besides, all medicines have potentials to cause unwanted and harmful side effects

Patient Safety

- No country in the world can give an accurate figure on people affected by medical errors
- About 10% of patients admitted to hospitals annually suffers from adverse incidents- the UK, US, Australia, New Zealand
- 4,000 or about 98,000 die yearly in US

Patient Safety



- in the UK, an average of 7,300 patients per year per hospital
- double decker seats 73, people nearly 2 bus loads per week per hospital
- **What is an estimated number of people affected by medical errors in Africa or Nigeria?**

Why involve human Factors in Patient Safety

- Understanding that errors in medical system is inevitable
- Better knowledge of the interactions between the many stakeholders and the equipment, medications and environments
- Using the knowledge to design safer solutions

Applications

- Procurement decisions
 - Based on task analysise.g. Hand-held blood glucose monitor.
 - Sample reaction with reagents is **automatic**
 - Early monitors the task was manual
 - Leading to inaccurate results



Applications

- Design of Training
 - Understanding of tasks involved in a particular job
 - Developing training manual
- Promote culture of reporting and learning
 - a means of capturing incidents
 - Learning from mistakes

Applications

- Developing policy documents
 - e.g. Guidelines, SOP's and Policies
 - Monitoring and Evaluation of services
 - Identifying areas for improvements
- Design and use of patient information
 - Quality care record
 - better way of disseminating care information

Applications



conclusions

- Things in healthcare which can undermine patient safety are two fold:
 - they are inherent, e.g. all medicines have potentials to cause harm
 - arise due to the actions of people and the system or/and interactions between both
- Excellence knowledge of **patient safety** will help in redesigning our healthcare considering our **human limitations** and the complex nature of **healthcare and medicine**

conclusions

- 5 point strategies for reaching the goal of patient safety in Nigeria:
 - Taking informed decision on procurement
 - Implementing appropriate training programme
 - Becoming a learning organisation
 - Putting in place appropriate policy documents
 - Ensuring accurate and timely flow of healthcare information

Thank you

Any question?

Reference

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