<u>Summary of Human Factors Workshops – 1st Feb HCS Trainees event</u>

<u>Paul Bowie & Nadine Wilkinson</u>

- Evident that most people haven't heard of HFE
  - Some awareness of Ergonomics (for example Work station assessments) but not the Human Factors
  - No Knowledge that this is a 'discipline' which requires formal training/education
  - Relates to safety in some way
- Elements that people had heard about which might have some relation to HFE
  - Quality Improvements
    - Often clinically related
  - LEAN processes
    - Streamline process (more that are already in place as opposed to looking at the whole process/interactions)
  - Contingency planning
  - Risk Assessments
    - More traditional approach i.e. process based/COSHH
  - Root Cause Analysis
    - Some awareness that this could end up looking at a system, but in most instances ends up with a root cause of people/training
  - Audit
    - Trends to just look at what is already in place and check it's being followed rather than looking at the system as a whole and it's interactions within it
- Common themes – why things go wrong?
  - Lack of training causes error
  - Humans cause error (often accidental and not done on purpose)
  - Equipment malfunctions
- Common themes – why things go right?
  - Good teamwork
  - Adequate resources
  - Good Quality management systems

<u>Overall conclusions</u>

Attendees felt that this was a gap in their training (both for trainers & trainees!)

Workshop wasn't what they thought it was going to be (still not sure if that's good or bad! ☺)

My thoughts/reflection ☺ --- this discipline has the potential to really change how we look at the workplace. For labs our challenge will be that in most instances we have very little say in how the systems are initially set up... I can see us applying the principles more when things have go wrong and in doing that investigation initially... at the moment we either tend to 'blame' the person or documentation rather than truly looking at the system! I'm hoping to change that over time! ☺