

# Ipswich Hospital NHS Trust



## Involving Patient Leaders in Human Factors Training

- Gillian Orves – IHUG Chair - @Gillian\_Orves
- Richard Wall – IHUG Vice Chair
- Jo Wesley – Simulation Training Facilitator



Respect

Kindness

Listen and  
involve

Professional

Efficient

Improving  
together



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# Involving Patient Leaders in Human Factors Training



- The idea came from the Kings Fund workshop in 2015, where IHUG suggested using real patients in staff training
- Worked to overcome initial reservations
- Course Development
- Believe using patients in simulation scenarios is unique
- The difference using IHUG has made
- Three years on strong bond between IHUG and the Simulation Centre



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# Thinking Outside the Box

- Reservations & co-production
- Watching mistakes!!!
- Brand new / Unique



# The Human Factors Course



**IPSwich**  
Improving Patient Safety

**D**istribute of the workload  
**U**se all available resources  
**E**xercise good leadership and followership

**C**alling for help early  
**A**nticipate and plan  
**R**epeat assessment  
**E**ffective communication

& Situation Awareness

- Crisis Resource Management
- Elaine Bromiley
- Allows staff to challenge
- Clinical scenarios but viewed from HF perspective
- Multi-professional



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# IHUG Perspective



- April 2016 IHUG provided a total of 60 hours for free
- Huge personal benefit to IHUG, as we were also learning
- Regarded by the faculty as part of the team
- We made a REAL difference



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# Staff Perspective



- Initial fear for the course turned into empowerment
- Greater understanding of relatives perspective
- Staff appreciation of patient's constructive feedback
- Team working improved on the wards

# Faculty Perspective



- Staff 'role playing' relatives
  - DOES NOT WORK
- IHUG look through different eyes
- Increased the realism of the scenarios in a simulated environment

# The Impact



- Changed the way staff on the course consider relatives during a medical crisis
- Made staff think
- Patient Survey's after the course showed statistically significant improvements for the following:

**“I felt staff listened to me about my concerns”**

**“Staff seemed to struggle to get help when they needed it”**

**“After shift change, staff were aware of important information about my care”**

**“When my plan of care was changed, other staff were aware”**



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# 3 years on

- Further Human Factors
- Breaking Bad News
- Care of the Deteriorating Patient
- Trainee GP Training



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IHUG started with  
an idea

We all took a  
Leap of Faith

We proved it  
**WORKS !!!**