

GLOBAL AIR TRAINING

Global Air Training is a specialist training provider, established since 1996 and working with leading aviation and healthcare organisations worldwide.

COURSES AVAILABLE

Global Air Training provides a comprehensive range of training courses for aviation and healthcare organisations. Including:

Team Resource Management

Safety Management Systems

Root Cause Analysis

Investigating Patient Safety Incidents

Human Factors in Advanced Patient Simulators

Unique Training in Safety Systems for Teams working in Healthcare Environments

Team Resource Management (TRM)

2 Day Course, Global Air Training UK 2009

A key requirement for patient safety is that staff are equipped with the skills and expertise to work effectively and collaboratively in goal-orientated teams.



- How to apply a human factors model to safety in health care .
- How to improve communication and interpersonal relationships within clinical teams.
- How to engage staff in team resource management.
- How to determine human causal factors in adverse incidents.

TEAM RESOURCE MANAGEMENT

Patient care, like other technically complex and high risk services, is an interdependent process carried out by teams of individuals with advanced technical training who have varying roles and decision-making responsibilities.

While technical training assures proficiency at specific tasks, it does not address the potential for error deriving from communication and decision making in dynamic environments. In response to such challenges, the aviation industry developed training focussed on effective team management known as Crew Resource Management (CRM). The concepts originated from NASA research that examined the role that human error plays in aircraft accidents. CRM training considers the role of human factors in high-stress, high-risk environments.

During the past decade lessons from aviation's approach have been applied to patient safety in the health care industry. The challenge is to change cultures and move towards a just, honest and open approach to error management and incident reporting so that staff are involved and secure in sharing their experiences.

The course is interactive, drawing on the participant's knowledge, skills and experience, using up-to-date case studies and simulation.

This course will explore and describe the principles, concepts and practical application of human factors to team working and safety in health care. A workshop approach allows the participants to share information and experience.

COURSE CONTENT

The syllabus includes:

- Review of National and International Research & Guidance
- Lessons from Other Industries
- Non-technical Skills
- Factors impacting upon Human Performance
- Communication
- Situational Awareness
- Conflict Management
- Decision Making
- Embedding Lessons Learned
- Cultural Issues

COURSE DATES

Forthcoming course dates at Global Air Training are:

- October 7-8 2009

The course is also delivered on request at client's site.

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Course Programme



The course content will address the following:

- How to apply a human factors model to safety in health care.
- How to improve communication and interpersonal relationships within clinical teams.
- How to analyse incidents using human factors classification tools.
- How to identify the lessons learnt and select appropriate methods for dissemination.
- How to engage staff in team resource management.

DAY ONE

Course Introduction

Instructor & student introductions, domestic arrangements
Course introduction, aims & objectives
Accessing resources

CRM/TRM

Background to CRM training and its application to Healthcare
Requirements for success, potential blocks to success
A conceptual model of human factors
Statistics and examples of human factor related accidents

Communication

Elements of effective communication
Barriers to communication
Group exercise
Shared mental modelling
Information processing

Error Chain Concept

Aviation case study
Human factors classification models

Healthcare Case-Study

Identification of causal factors
Mapping to Human Factors classification tool

Human Factors in Healthcare

Video: 'Just a Routine Operation'
Using the Incident decision tree
Review of Healthcare Case-study

DAY TWO

Behavioural Markers

Non-technical skills Assessment
Current research
Aviation experience
Practical NTS Assessment Exercise

De-briefing Exercises

Debrief and Feedback Techniques
Practical Debriefing Exercises

Sharing experience and addressing culture change

Action planning
Changing practice
Shifting blame

Summary

Review of course
Ten practical steps to take now
Certification

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