

Human Factors

Question	Answer Options	Data Type
<p>As three quarters of all incidents reported to SHOT are related to errors, we would like to understand more about why these occur. Errors in transfusion practice may be related to workplace features. What are the human factors that contribute to errors in transfusion practice?</p> <p>For the questions below, please estimate on a scale of 0 to 5, where 0 is none and 5 is total cause 0 - None, 1 - Barely, 2 - A little, 3 - Some, 4 - A lot, 5 - Fully</p> <p>SHOT has recognised how difficult it can be for reporters to score the human factors aspects of an incident, so we have prepared some self-learning material. You may want to save this incident report first if you are planning to access any training material now.</p> <p>An updated Human Factors Tuition Package for 2021 includes new case studies and 2 short videos produced by SHOT for more information about human factors. (videos available mid-January)</p> <p>These resources be accessed if you copy and paste this link www.shotuk.org/human-factors-tuition-package/ into your internet browser.</p>		
When investigating incidents do you apply any Human Factors principles or use a Human Factors framework or model?	<ul style="list-style-type: none"> • Yes • No; but we are planning to • No 	Single choice
Please give any additional relevant information		Free Text
Section 1 – Situational Factors		
To what extent is the cause of this incident due to any failures in team function?	<p>For example, conflicting team goals, poor delegation, lack of respect for colleagues, absence of feedback</p> <p>Rating scale 0-5</p>	Single choice
To what extent did individual staff factors make this incident more likely?	<p>For example, fatigue, stress, rushing, distraction, inexperience</p> <p>Rating scale 0-5</p>	Single choice
To what extent did task features make the incident more likely?	<p>For example, an unfamiliar/difficult/monotonous task</p> <p>Rating scale 0-5</p>	Single choice
To what extent were there reasons that this incident was more likely to occur to this particular patient	<p>For example, language barrier, patient uncooperative, complex medical history</p> <p>Rating scale 0-5</p>	Single choice
Please give any additional relevant information for situational factors		Free Text
Section 2 – Local Working conditions		
To what extent was there a mismatch between workload and staff provision around the time of the incident?	<p>For example, high workload, insufficient staff, staff sickness</p> <p>Rating scale 0-5</p>	Single choice
To what extent was there any failure of team function in relation to leadership, supervision and roles?	<p>For example, inappropriate delegation, unclear responsibilities, remote supervision</p> <p>Rating scale 0-5</p>	Single choice
To what extent were there any difficulties obtaining the correct equipment and/or supplies?	<p>For example, equipment not working, inadequate maintenance, unavailable equipment, unavailable therapy</p> <p>Rating scale 0-5</p>	Single choice
Please give any additional relevant information for local working conditions		Free Text

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Section 3- Organisational Factors		
To what extent did the environment hinder work in any way?	For example, poor layout, lack of space, excessive noise/heat/cold, poor visibility e.g. position of nurses' station, poor lighting, poor access to patient	Single choice
To what extent were there problems in other departments that contributed?	This includes support from IT, HR, porters, estates or clinical services such as radiology, medical or surgical sub-specialties, theatres, transport etc	Rating scale 0-5
To what extent did organisational pressures play a role in the incident?	For example, delay in provision of care, transfer to an appropriate ward, difficulties finding a bed, lack of out-of-hours support	Rating scale 0-5
To what extent were there issues or gaps with staff skill or knowledge?	For example, no protected time for training or teaching, training not standardised, inadequate training, no regular/annual updates	Single choice
Please give any additional relevant information for organisational factors		Free Text
Section 4- External Factors		
To what extent were there any characteristics about the equipment that were unhelpful?	For example, ambiguous labelling or packaging, similar product names, confusing equipment design, equipment not fit for purpose	Rating scale 0-5
To what extent have any national policies or high-level regulatory issues influenced this incident?	For example, national medical/nursing/laboratory standards, 4-hour Emergency Department target, requirements of government organisations, national policies/guidelines	Single choice
Please give any additional relevant information for external factors		Free Text
Section 5- Communication and Culture		
To what extent did a lack of safety culture in your clinical area contribute to this incident?	For example, patient safety awareness, fear of documenting or reporting errors, attitude to risk management	Rating scale 0-5
To what extent did poor written, or verbal communication worsen the situation?	For example, poor communication between staff, handover problems, lack of communication/notes, inappropriate abbreviations used, unable to contact correct staff, notes availability	Rating scale 0-5
Please give any additional relevant information for communication and culture		Free Text
Section 6- Summary		
Which are the most important contributory factors for this incident?		Free Text
If you could change one thing to make this incident less likely to happen again, what would it be?		Free Text