

An Introduction to Human Factors for Healthcare Workers

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What are Human Factors?

"The environmental, organisational and job factors, and human and individual characteristics which influence behaviour at work in a way which can affect health and safety."

A simple way to view human factors is to think about three aspects: (1) the job, (2) the individual, and (3) the organisation- and how they impact upon people's behaviour.



The application of human factors principles and methods to healthcare has the potential to improve safety, quality, and efficiency.



Person-Centred Care

- Research has shown that organisations that provide person-centred care report better patient/service user and organisational outcomes.
- Person-centred healthcare workers report high levels of job satisfaction and satisfying relationships with their patients/service users.

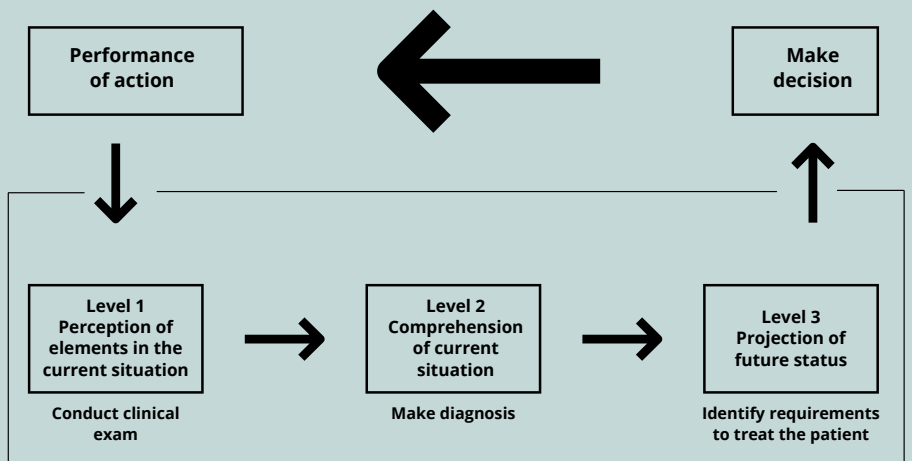
Work Environment



- Healthcare workers come in all different shapes and sizes.
- A failure to consider this variation in workplace design is one of the most common causes of error, fatigue, and discomfort.

Situation Awareness and Decision Making

A consideration of how information is gathered, and decisions are made, will help health care workers to avoid cognitive traps.



Teamwork and Communication

- The exchange of information is a core activity for decision making, situation awareness, team coordination, and leadership.
- Effective communication enhances information-sharing, perspective-taking, and genuine understanding.

[Click here to read the full guide!](#)

Organisation and Management

- Although often removed from the delivery of front line care, managers determine the priorities and goals within their organisations and thereby have enormous impact on the practice and the culture of care delivery.
- It is also important that healthcare organisations move away from a culture of blame.

