

# Human Factor Issues in *Better Training, Better Births:* An evaluation study

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Better Training, Better Births





# Declaration of Interests

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Production and delivery of the human factor training course was funded by the Lancashire and South Cumbria 'Better Training, Better Births' Consortium using a bursary from the Health Education England Maternity Safety Fund.

# Key messages

Successful educational intervention

Enthusiasm for roll out of programme to ALL staff

Identification of non technical skill improvements

Cultural challenge: development of strategies to enable good practice to be firmly embedded in day to day management in maternity care



# Background

Each baby counts, 2015 full report

Royal College of Obstetricians & Gynaecologists

## Individual human factors

Individual human factors other

Fatigue

Stress

Lack of team leadership

Lack of situational awareness

**Individual human factors total\***

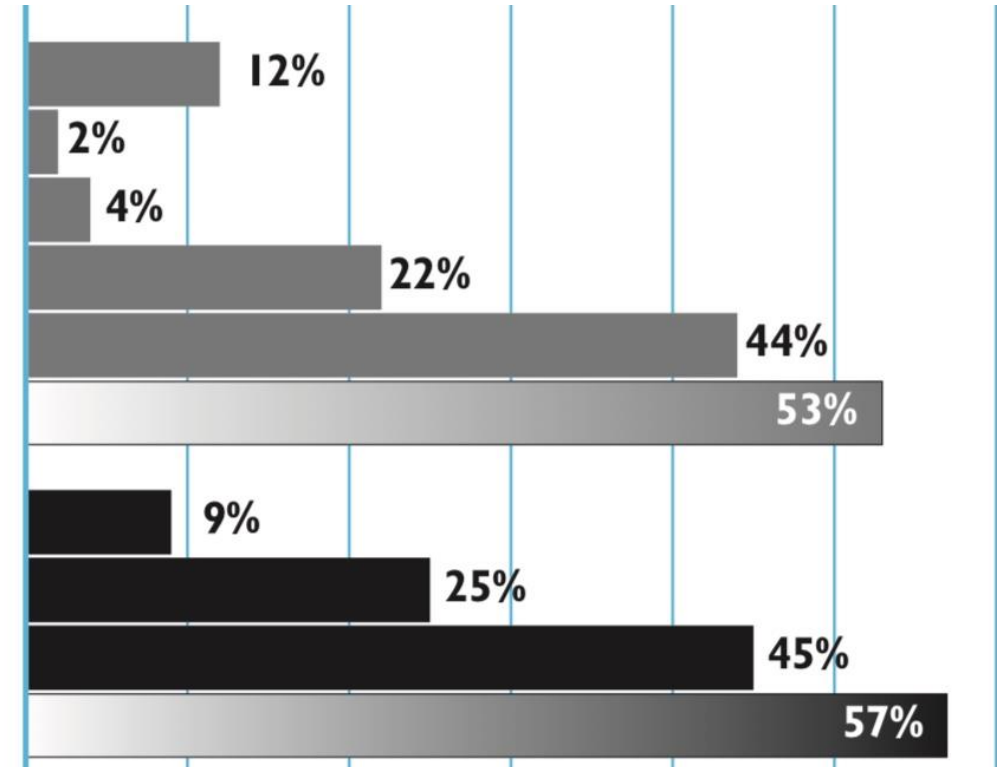
## Team communication issues

Team communication issues other

Poor record keeping/written documentation

Poor intra- or interprofessional communication

**Team communication issues total\***



# BTBB Programme strategy

## **Practical Obstetric Skills**

Shoulder dystocia  
Major obstetric haemorrhage  
Eclampsia  
Vaginal breech birth  
Maternal collapse  
Maternal sepsis  
Cord prolapse


## **Bespoke Human Factor training:**

### *Non-technical skills*

Communication  
Situation awareness  
Decision making  
Leadership & teamwork

### *Wider human factors*

Systems analysis & error  
Stress/fatigue



# Practical Obstetric Skills Training - Aims

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Standardise across Trusts in Local Maternity Service

Theoretical component delivered by e-learning package (K2 PTP™ Perinatal Training Programme)

Skills day – 3 yearly rolling programme

# Practical Obstetric Skills: initial outcomes

Favourable reaction to training days  
Enjoy interaction with staff from other  
units

## *Incidental positives:*

Development of Practice Development  
Midwives network  
Collaborative working  
Sharing guidelines  
Benchmarking other areas of practice



# Human factors training

- 2 day course
  - Delivered 5 times across 3 hospital Trusts in Local Maternity Service (NW England)
  - Interactive lectures and workshops
  - 20 participants per course
- Senior maternity staff
- Multidisciplinary



# Evaluation Strategy

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Expanded Kirkpatrick's  
Hierarchy




# Evaluation Strategy

Post course satisfaction surveys

Invitations to engage in writing reflective accounts

Invitation to participate in small group semi-structured interviews





# Results – post course evaluation




## **Baseline attitudes towards HF issues**

Delegates claimed familiarity with human factors, but ...

Human factors training seen as a valuable intervention

Faculty felt that delegates were considerably less aware of NTS issues than they claimed



# Results – post course evaluation

## **Extent to which course met needs**

Very high levels of satisfaction with both presentation and content of course

Evaluation average 3.7/4 across 2 days

Open responses highlighted issues:

- HF analysis

- Resilience & stress

- Understanding of HF issues and challenges




# Results – post course evaluation



## **Pressing next steps**

Sharing HF analysis of incidents  
Team work and motivation  
Handover  
Reflection and personal learning  
Resilience



# Results – post course evaluation

## Challenges to implementing change

- 49 respondents reported cultural obstacles:

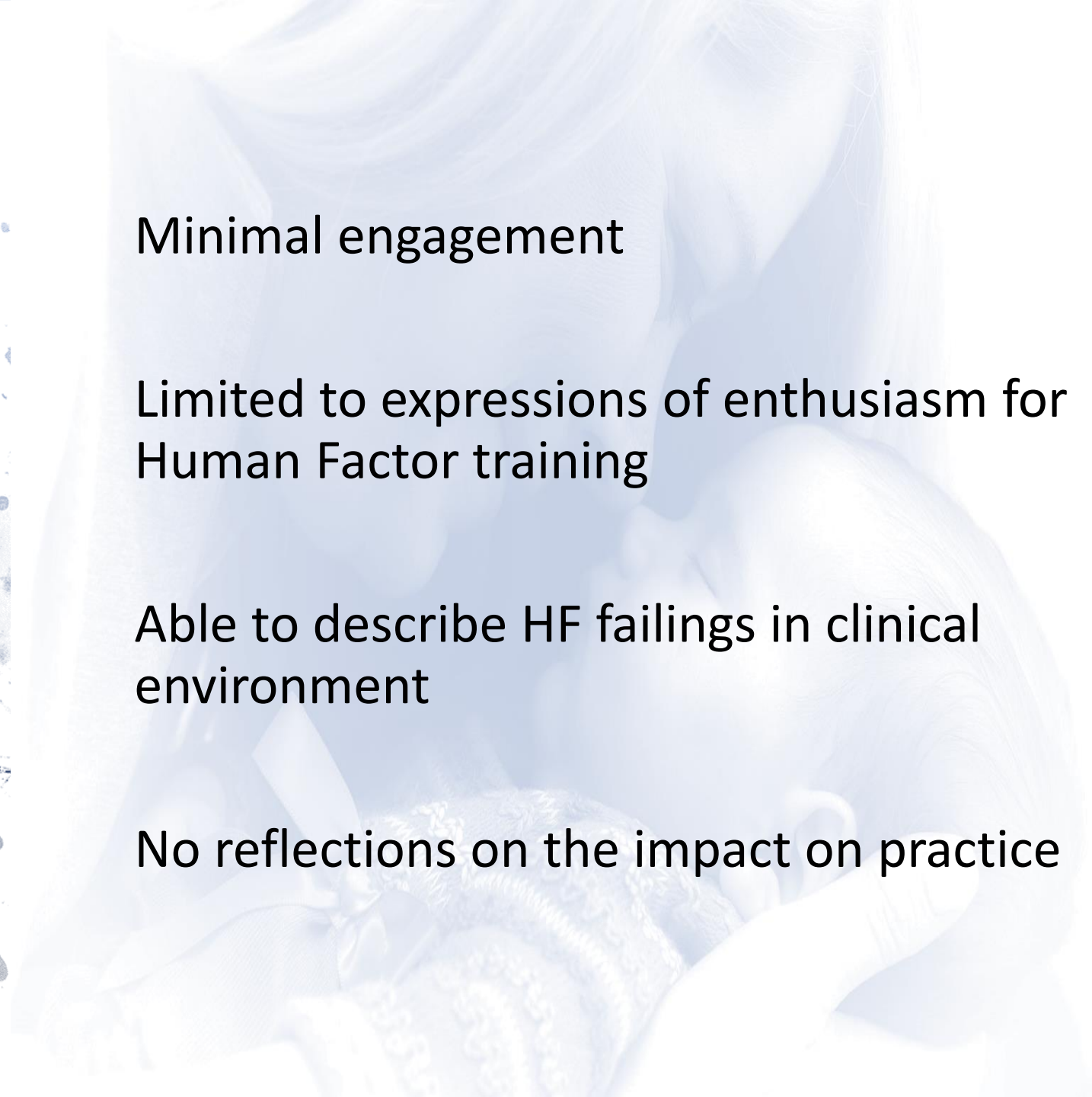
*“Culture change is very difficult in the NHS especially within maternity settings.”*

*“Implementing change and changing people’s thought processes ... encouraging personal reflection and self-awareness will be difficult.”*

- Time & staffing



## Results – Reflective accounts



Minimal engagement

Limited to expressions of enthusiasm for Human Factor training

Able to describe HF failings in clinical environment

No reflections on the impact on practice

# Results – semi-structured interviews

## **Specific changes in Non Technical Skills required:**

Improved patterns of communication

Enhancing teamwork

Moving from 'noisy & messy' to systematic and psychologically safe

Improved leadership

More flexible and fluid

'Permission' to hand over responsibility for both actions & overview

# Results – semi-structured interviews

## **General overall viewpoint:**

Endorsement of high level of satisfaction with course

Agreement to roll out training to more junior staff

Challenge of changing culture

# Key messages

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