

PREVENTING ERRORS FROM CAUSING HARM – HUMAN FACTORS IN PRACTICE –

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We all make errors. Whether those errors result in patient harm depends on the safety culture of the system within which we work. This half-day course examines the factors that contribute to human error in the clinical workplace and explores, with video examples, mechanisms and attitudes that help to improve the safety of clinical teams.



Course Objectives:

- Recognise situations that cannot be contained and dealt with alone.
- Understand how errors in decision-making may occur.
- Identify, minimise and accommodate errors.
- Improve your ability to communicate effectively in a crisis.
- Recognise the qualities of a good team leader.
- Perform effectively as a team member.
- Make effective use of available resources and protocols.