

Improving safety through education and training

A summary of Health Education England's report

Introduction

Education and training can break down barriers to providing safe care in order to create a working healthcare environment where staff learn from errors and patients are at the centre of care.

However, according to the Commission on Education and Training for Patient Safety, to ensure sustained behaviour change, the right workplace conditions, motivations and opportunity must exist.

Here we take a look at the Improving Safety Through Education and Training report by the Commission, which provides a list of recommendations to help healthcare professionals make a difference to patient safety.



Ensure learning from patient safety data and good practice

The report sets out that patient safety data must be made more readily available to those responsible for developing education and training.

The Commission recommends:

- Health Education England (HEE) engage with national partner organisations, employers and those responsible for curricula, to make sure that patient safety data is being shared beyond traditional professional and institutional boundaries.
- HEE should collaborate with both partner organisations and the NHS to share model practice examples and to overcome existing barriers.
- The NHS, clinical commissioning groups, HEE and other system partners should work together to analyse and explore the potential for development of 'lessons learned' following a patient safety incident.



Develop and use a common language to describe all elements of quality improvement science and human factors with respect to patient safety

- The development of a common language is recommended to increase understanding between human factors and quality improvement science and the importance of integrating these approaches.



Ensure robust evaluation of education and training for patient safety

- The report recommends the development of an evaluation framework to ensure that all education and training for patient safety commissioned in the future is effectively evaluated using robust models.
- HEE should facilitate a discussion with major research funders and those academically active in health education about this vital and neglected area.



Engage patients, family members, carers and the public in the design and delivery of education and training for patient safety

- According to the report, HEE should ensure that patients and service users are involved in the co-design and co-delivery of education and training for patient safety.
- Work-based clinical placements should encourage learning to facilitate meaningful patient involvement and to enable shared-decision making.
- HEE should explore the need for education and training for patients and carers through its work on self-care with the Patient Advisory Forum.





Supporting the duty of candour is vital and there must be high quality educational training packages available

- HEE should help create a culture of openness and transparency by reviewing existing training packages to ensure they support the duty of candour regulations.
- The commission also recommends that the relevant educational tools should be commissioned where needed.



The learning environment must support all learners and staff to raise and respond to concerns about patient safety

- HEE should work with employers and national partner organisations to ensure that the learning environment encourages and supports staff, including those learning and those teaching, to raise and respond to patient safety concerns.



The content of mandatory training for patient safety needs to be coherent across the NHS

- A review of mandatory training requirements and the delivery of Continuing Professional Development (CPD) related to patient safety should be undertaken.
- The commission recommends that the review should work with stakeholders to ensure that employer-led appraisals assess understanding of human factors and patient safety.
- HEE should use its contracts with providers to ensure protected time for training on patient safety is part of the mandatory training programme in each organisation.



All NHS leaders need patient safety training so they have the knowledge and tools to drive change and improvement

- Both partner organisations and the HEE should ensure that leadership on patient safety is a key component of the leadership education agenda.
- This will aid understanding of patient safety among leaders and influence greater commitment on their part, the report states.



Education and training must support the delivery of more integrated 'joined up' care

During the transition between health and social care, and primary and secondary care, there are many patient safety challenges.

- HEE should work with partner organisations to ensure education and training supports delivery of safer joined up care.
- The National Patient Safety Suite offers a variety of online courses which have been developed with the NHS, to help employees further their knowledge and enable them to deliver safer care to patients.





Ensure increased opportunities for inter-professional learning

Enthusiasm and a need for more inter-professional, practical and team-based learning is needed, from undergraduates and apprentices to the existing workforce.

- The commission believes that HEE should use its levers to help increase opportunities for inter-professional learning.



Principles of human factors and professionalism must be embedded across education and training

- Basic principles of human factors and professionalism should be embedded across all education and training.
- Multi-professional human factors training should form part of the induction process for every new employee.
- It should also be offered as part of regular refresher training for all staff so that they understand the importance of this and how it can influence patient outcomes, according to the report.



Ensure staff have the skills to identify and manage potential risks

- The Commission recommends that HEE works with national partner organisations to make sure that employees have the skills to identify and manage potential risks, to come up with possible solutions and to be able to implement such solutions.
- Every member of staff should have an understanding of how the system and human behaviour impacts their own practice and how this relates to patient safety.

Source:

<http://www.hee.nhs.uk/our-work/hospitals-primary-community-care/learning-be-safer/commission-education-training-patient-safety>

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