

Using Health Psychology to Develop Education and Training for Healthcare: Patient Safety Projects

NHS Education for Scotland

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Background

NHS Education for Scotland (NES) is the Health Board responsible for education and training of health professionals. As the 'people' organisation of NHS Scotland, our focus is particularly on aspects of the *Everyone Matters: 2020 Workforce Vision* relating to safety and person-centred care. Since 2013, the Health Psychology Team in the NES Psychology Directorate has worked on several patient safety projects in collaboration with a variety of professional groups.

Aim

To use advances in health psychology to develop real world training which supports and enables NHS staff to practice patient safety behaviours and patient-centred care.

What we did

- Improvements in non-technical skills (NTS) of rural and remote pre-hospital care responders during emergency situations.
- Based on research which suggests that lack of NTS is often a crucial factor in the occurrence of negative outcomes in healthcare, a rating scale was developed to enable the identification and scoring of NTS within training scenarios.
- This showed many NTS were not being demonstrated by trainees during course scenarios.
- An online training module introduced behaviour change techniques (e.g. prompting, problem solving, coping planning, instruction and role play) that trainers could use during the NTS course to encourage trainees to use NTS in the scenarios.

- The new training incorporating the use of BCTs was rolled out across two courses and compared with two existing courses.
- The behaviour of both trainers and candidates was observed, using the NTS rating scale, as well as a checklist of BCTs.

Impact

- Findings suggest that the use of the online BCT training module significantly increased the trainers' use of BCTs when training others.
- In comparison to earlier courses, when trainers used BCTs to deliver training, there was a significant increase in the number of observed NTS used by trainees within training scenarios, which we would anticipate would increase the likelihood of them using NTS during a real emergency, increasing patient safety and patient-centred care.

Conclusions and recommendations

Health psychology can contribute to skills based education programmes designed for the NHS workforce through the application of health psychology theory and behaviour change techniques.

Further Information

tinyurl.com/NESPtSafety



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