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A person with narrow vision has a restricted horizon; a person with wide vision has plentiful opportunities

Testing introductory human factors and ergonomics (HFE) education modules in the healthcare sector

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Keywords

Human factors & ergonomics; healthcare workforce development; healthcare education; technology acceptance model; education evaluation

Abstract

Healthcare systems play a critical role in achieving sustainable development through the delivery of safe, equitable, and effective care[1,2]. In Aotearoa New Zealand, public secondary healthcare services face increasing workforce and financial pressures creating challenges for both patient outcomes and staff well-being[3,4]. An HFE approach has been used to improve the quality of care for several decades but the lack of HFE professionals and understanding about the discipline has made embedding an HFE approach in healthcare difficult[5]. Enhancing HFE awareness, knowledge and skills in healthcare professionals are proposed as ways to improve this [6-8]. To strengthen HFE capability in Aotearoa, workforce development initiatives have set up an educational pathway for HFE learning. However, a gap remains at the vocational development level.

This pilot study explored the suitability and effectiveness of the Public Services Delivery (NHS) Scotland Brilliant Basics HFE educational modules within a Health New Zealand | Te Whatu Ora context. Three modules – *Foundational HFE for Healthcare Professionals, The Systems Approach and Designing for People* were reviewed for local relevance and delivered through a one-day in-person training workshop to a range of healthcare professionals (n=17). Drawing on the Technology Acceptance Model[9], pre and post workshop surveys were used to evaluate the educational modules and the impact of the training on participants' HFE knowledge, skills, transfer of knowledge.

Preliminary findings will be presented, and the goal is that these findings will help inform recommendations for the future adaptation, dissemination, and integration of HFE education within healthcare.

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