

Introductions...



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Alignment

The Human Performance
Impact on Safety

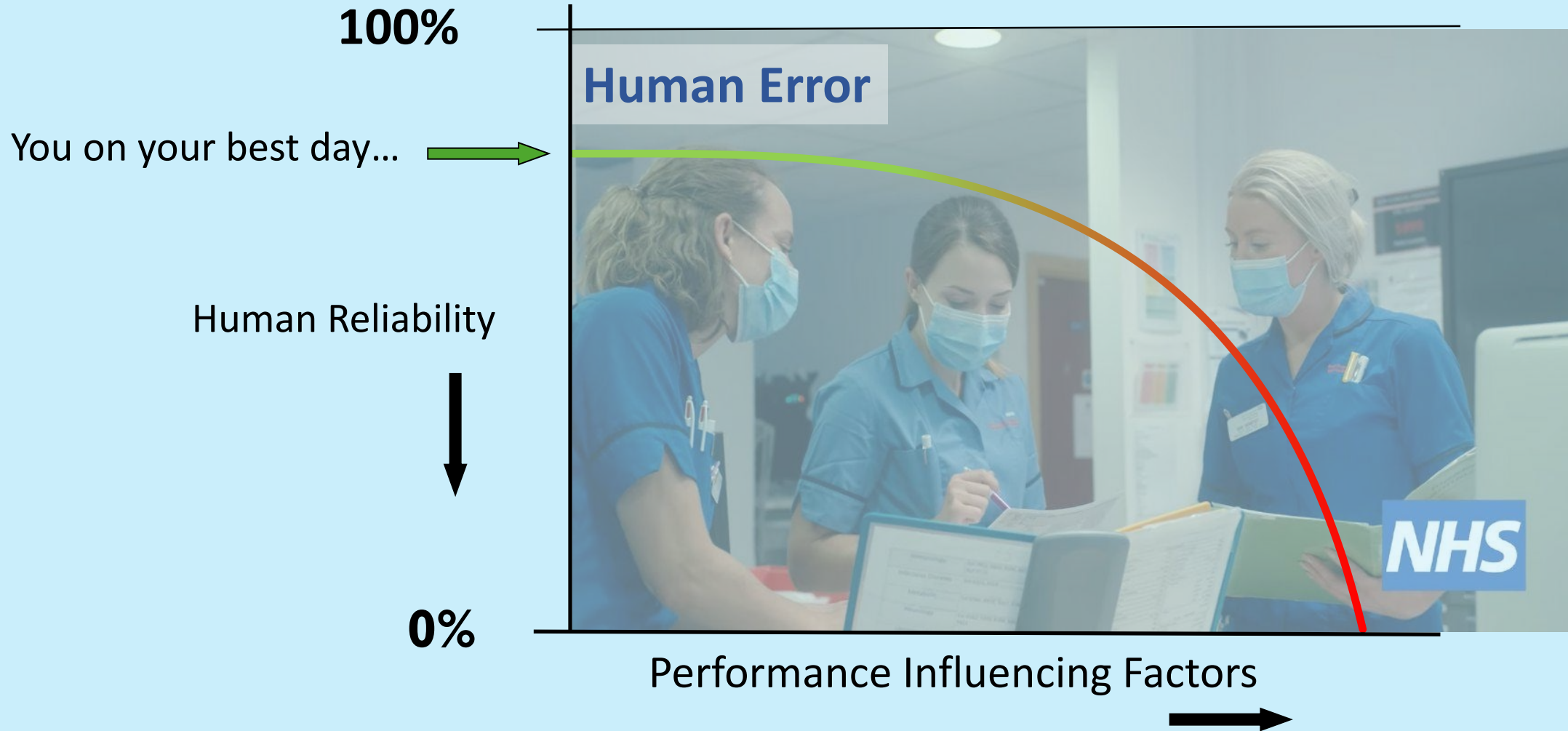


The Human Reliability Curve



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Who has never made a mistake?



Discussion Points



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Challenge and influence your world view

- Human error is normal
- Blame fixes nothing
- Learning is vital
- Context drives behaviour
- How YOU respond matters

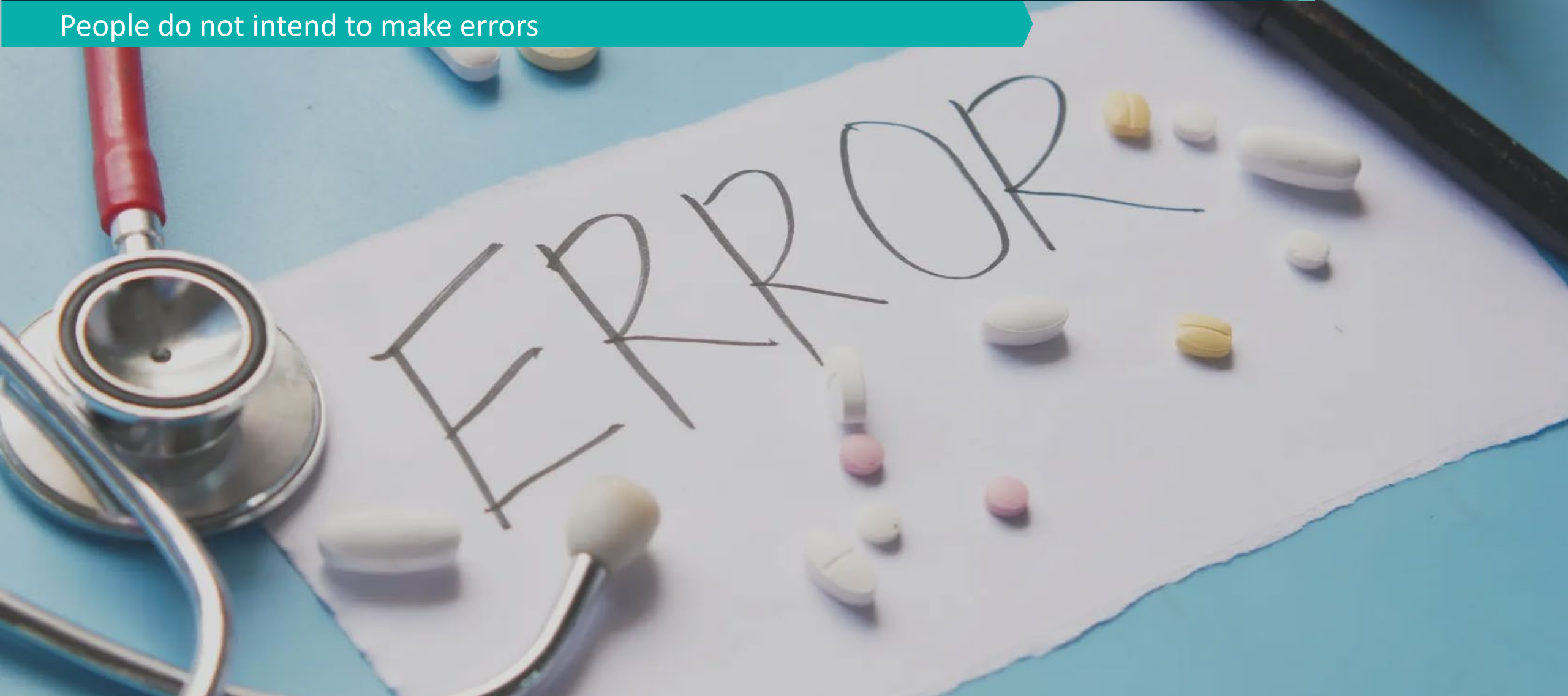


Human Error is Normal



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People do not intend to make errors



Blame Fixes Nothing



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Just Culture, Trust & Psychological Safety





- Primary purpose:
 - To understand behaviour
 - To learn
 - To prevent recurrence
 - To balance accountability

Learning is Vital



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We can learn from the things that go right, as well as the things that don't



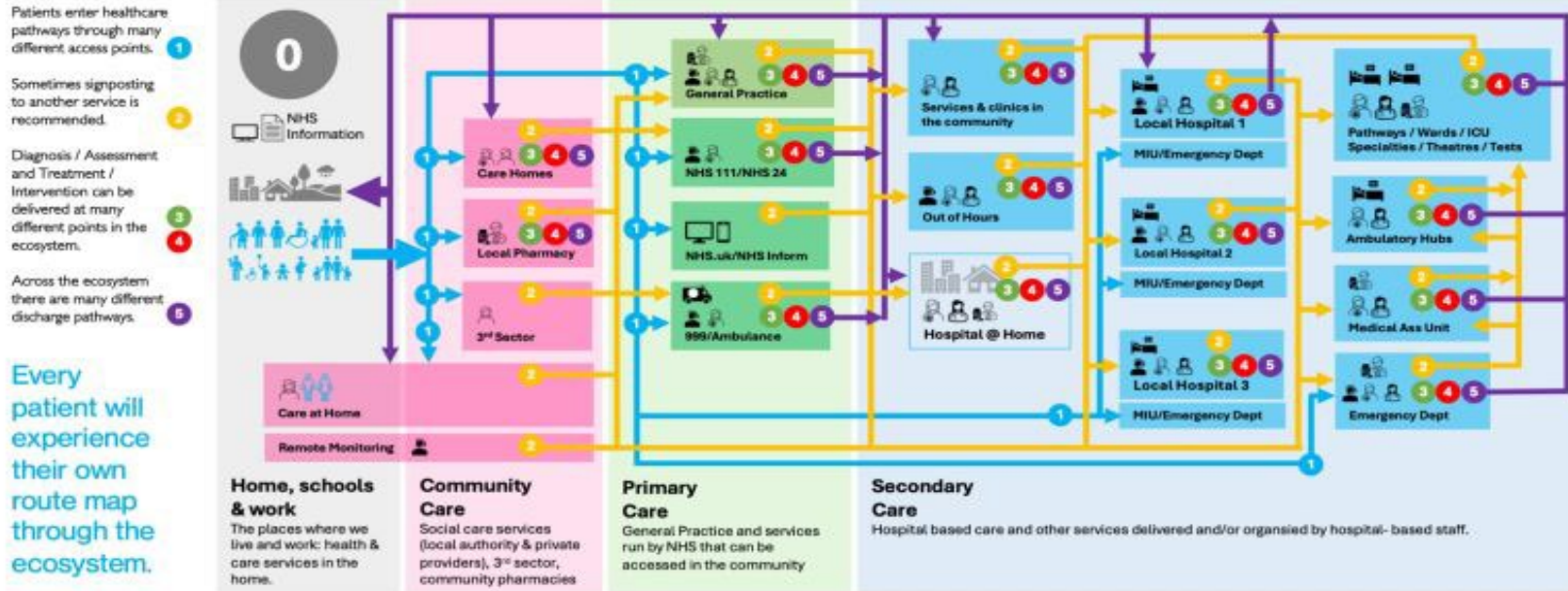
Context Drives Behaviour



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Are our Processes Fit For Purpose in all Situations?

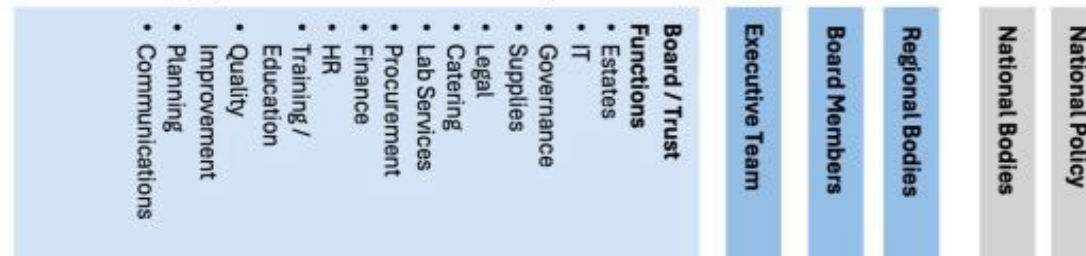
NHS Tube Map navigating patient journeys



Every patient will experience their own route map through the ecosystem.



Line of visibility – patients don't interface directly with the supporting functions



How YOU Respond Matters



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Don't be Judgmental – Never Miss an Opportunity to Learn



What is Human Error?



An action that doesn't go according to plan

Unintentional – why is it important to say it is unintentional?

Errors are more often the result of error-provoking situations, rather than error prone people

The point is to identify and reduce error-provoking situations and help us to learn and grow – **not** blame and punish

Human error is a **symptom** of something, not the **cause**.



Questioning Attitude



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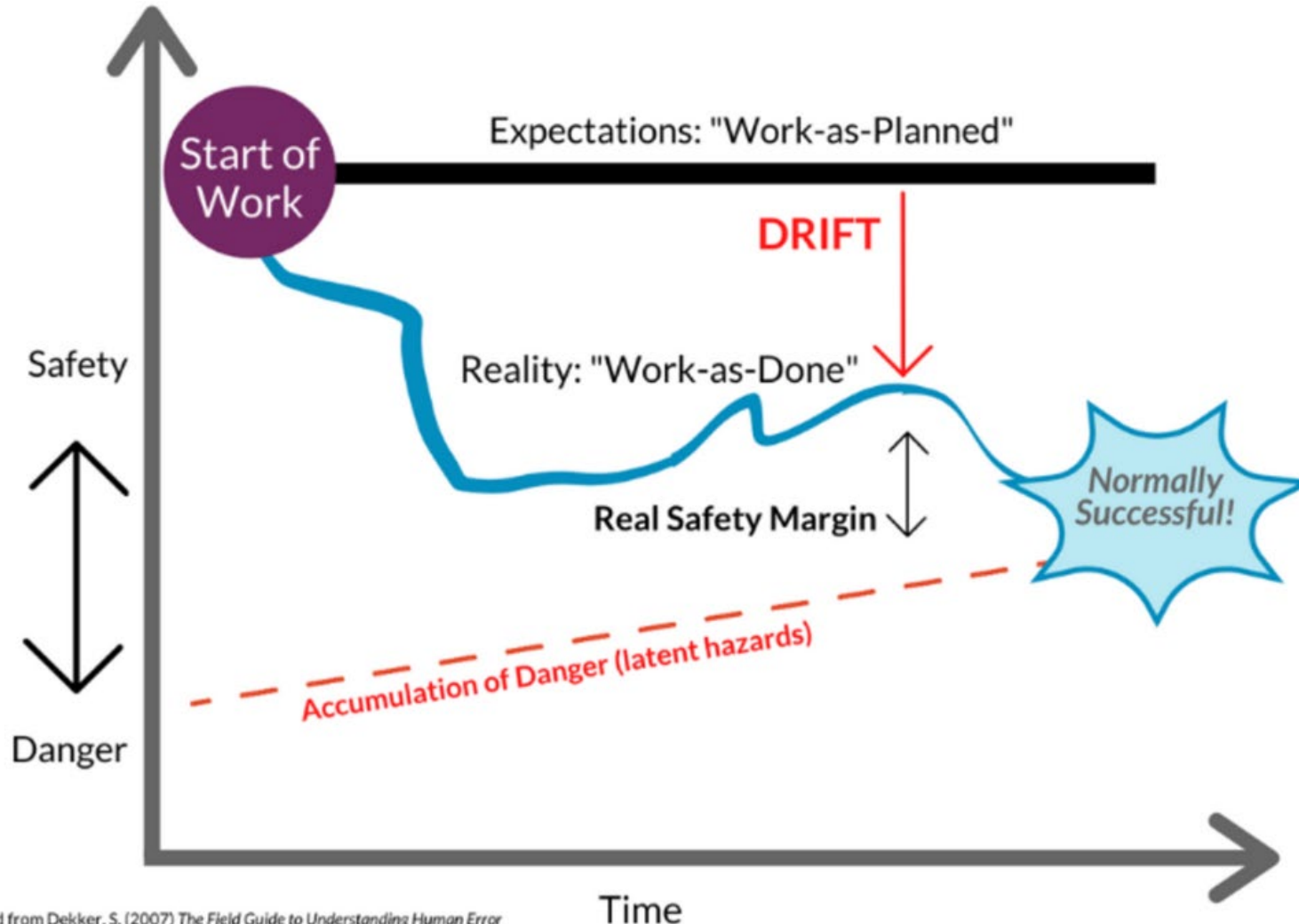
Integrity? Courage?

Chronic Unease...



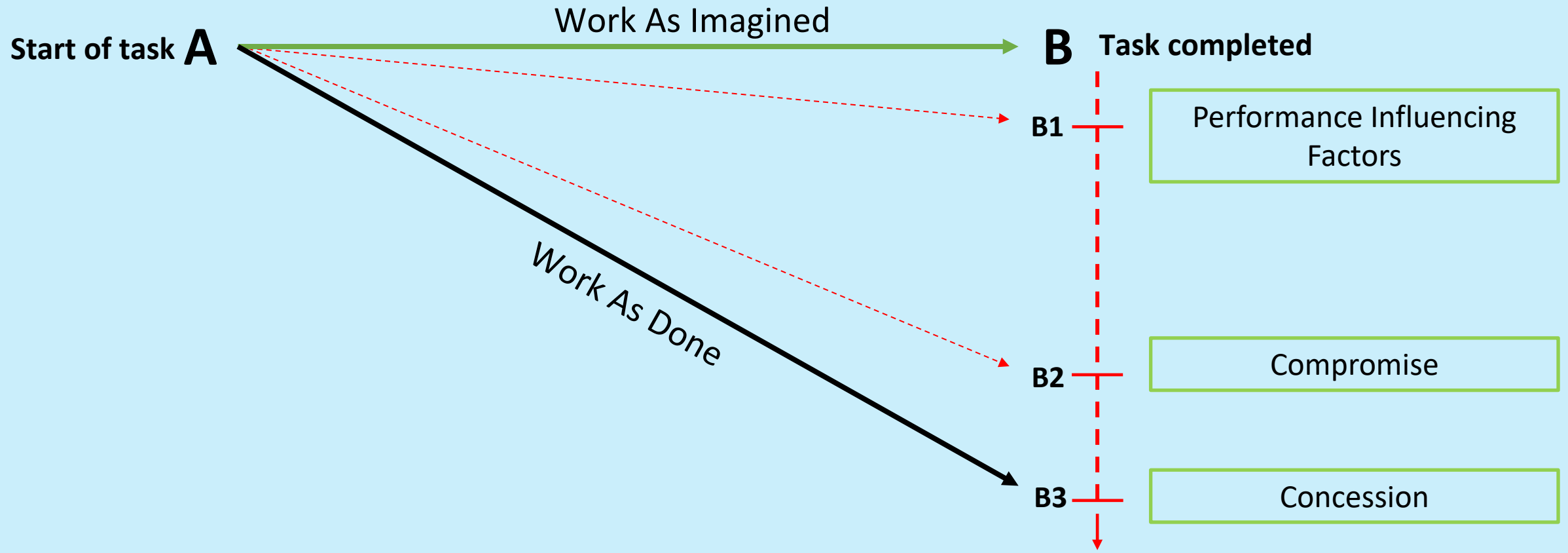
Practical Drift

The Gradual Decoupling of Practice from Procedure



Practical Drift

The Gradual Decoupling of Practice from Procedure





Variable
Random
Unpredictable
Uncertain

Fallible...

A large crowd of people walking down a city street, illustrating the concept of randomness in individual decisions. The street is filled with people of various ages and ethnicities, moving in different directions. The scene is captured from a low angle, looking down the length of the street, which is lined with buildings and awnings. The lighting is bright, suggesting a sunny day.

*There's a lot of
randomness in the
decisions that people
make*

Daniel Kahneman

Good Information – Bad Decision



- Adaptations
- Concessions
- Non-compliance

- Hindsight Bias
- Value Judgments
- Counter-Factuals

Bad Information – Good Decision



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**ANY
QUESTIONS**