Assuring Safer Care: Embracing Human Factors for Improvement

This two day course covers the reasons why information exchange, shared mental models, collaborative decision making and new models of distributive leadership are key to facilitating appropriate prioritisation and delegation of patient care.

It would be particularly useful for those who are currently or planning to engage in service development/quality improvement work.

**Aim of the 2 days:**

To learn how human factors awareness can enhance performance at individual and team level

**Target Audience:**

Anyone who is currently, or planning to, engage in service development/quality improvement work.

**NOTE** - Both days must be attended to complete the course and receive the full CPD Part CPD cannot be awarded

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**9 and 30 November 2018**

**Southern House, Otterbourne**

**CPD: 11 hours**

**Event fee: £25**

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**Professional Development Unit**

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**Web:** www.hee.nhs.uk/wes

**Booking:** www.coursesandconferences.org.uk

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**Developing people for health and healthcare**

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