

Meeting assets for human factors webinar first episode choose day 25th of November 1900 hours Australian eastern time are ready!

Meeting summary

Quick recap

The meeting began with discussions about a water leak issue and introduced participants including medical professionals who shared challenges with their specialist pathways and career development in Australia. The group explored various aspects of healthcare teamwork and management, including the implementation of 360-degree appraisals, cultural differences between countries, and the importance of maintaining positive work cultures and professional development opportunities. The conversation concluded with plans for an upcoming medical ethics conference in August and arrangements for a follow-up meeting the next day.

Next steps

- [OBGYN : Send synopsis of the meeting to all participants](#)
- [OBGYN : Send links for conferences in Amsterdam and London to Annie and all participants via WhatsApp group](#)

Summary

Water Leak Discussion

Chris discussed a water leak issue at his home and mentioned he was waiting for a technician to investigate using specialized equipment. This was the start of understanding assumptions and being aware of not being a specialist in one area IE O and G and then believing you have the same technical knowledge in another when you have no training.

Avoiding Assumptions in Problem Solving

The group discussed the importance of maintaining curiosity and avoiding assumptions when facing problems, with Chris sharing an example of a water leak situation where he chose to remain open-minded rather than blaming the builder.

Indeed the outcome was that it was nothing to do with the builder but purely coincidental.

Annie and Tania contributed insights about how similar patterns of blame assignment occur in medical settings, where consultants often try to pass responsibility to others rather than taking ownership of issues. The conversation concluded with Chris Hughes joining the meeting and sharing his perspective on how root cause analyses often focus on individuals rather than systemic issues, particularly when the analysis suggests broader organizational failures.

Adversarial Defense and IMS Concerns

The group discussed the adversarial approach often used in defense of systems, with Chris H agreeing that **this** behavior involves dividing, conquering, and exploiting differences rather than finding commonalities. Tania and Annie shared experiences with 360-degree team analyses and incident management systems (IMS).

IMS is tool that can be used by anyone to express their concerns . It's often used by nursing staff to voice their complaints about medical staff . Often used for petty causes. Medical staff on the other hand have no time for this. Tania expressed concern about the difficulty of making a complaint and then having to work with the same person in the future. As amicable face to face feedback would be ideal, but often mistaken by staff as being targeted and blamed. Concerns were also expressed about how IMS is currently used primarily as a management tool rather than a clinical tool, leading to the neglect of other learning opportunities like M&M meetings and case reviews.

Healthcare Teamwork Challenges in Midwifery

The group discussed challenges in healthcare teamwork, particularly between doctors and midwives.

Concerns were expressed that the fresh midwives after three years of classroom learning graduate and assume that they are equivalent to consultants, which can lead difficulty in the work place. Gone are the days when experience was given importance. It's now encouraged that staff practice graded assertiveness which is good in an emergency situation, but often used in settings where patient management in cold cases like induction of labour. Midwives turn into advocates for women, challenging the decisions of consultants.

The discussion touched on the importance of feedback and professional development, with the sharing that while there are CPD opportunities, there is no mandatory annual human factors training requirement. The conversation concluded with a discussion about 360-degree feedback requirements for revalidation in the UK's GMC, which may be fully adopted in Australia.

360-Degree Healthcare Professional Appraisals

The group discussed the implementation of 360-degree appraisals for healthcare professionals, similar to the system used by the General Medical Council (GMC) in the UK. Chris mentioned that while Australia is moving towards this approach in the near future, they will need experts to conduct these appraisals. Samina shared her experience with the GMC's system, describing it as structured and beneficial for professional development and goal-setting. She emphasized that appraisals should focus on improvement and support for professionals, rather than just accountability.

Healthcare Management Differences UK vs Australia

Annie and Chris discussed the differences in healthcare management between the UK and Australia, highlighting the lack of college directors in Australian hospitals due to limited specialists. Chris shared his experience working in Adelaide, noting poor management practices and a lack of reflection and improvement culture among colleagues. Both emphasized the importance of human factors in communication and patient care, expressing a desire to share this knowledge with a broader audience.

Understanding Workplace Emotional Dynamics

Chris expressed concerns about management's limited understanding and dehumanizing approach in the workplace, which OBGYN supported by sharing insights on personal awareness and its development. Chris and OBGYN discussed the influence of early childhood experiences on emotional responses and behavior, with Chris suggesting that recognizing psychological responses can lead to better outcomes in conflicts. Annie shared her perspective on cultural differences between India and the UK regarding complaints and privileges, reflecting on her initial judgments about Western complaints.

Cultural Adaptation in Healthcare Contexts

Annie shared her experience of adjusting to different cultural contexts in healthcare, emphasizing the importance of understanding patients' perspectives rather than comparing them to past experiences. Chris agreed, noting that self-awareness is highly relevant in specific contexts, particularly in the post-COVID era where younger leaders and managers may not share the same experiences. They discussed how changing circumstances require ongoing adaptation, with Annie expressing concern about rapid future changes in healthcare, including the impact of AI.

Enhancing Patient Care Through Feedback

The group discussed the importance of feedback, both positive and negative, in improving patient care and maintaining professional morale. Aiman shared experiences from his work in government hospitals, emphasizing the significance of patient communication and handling

complications with empathy. Samina highlighted the need to support and nurture doctors as valuable human resources, advocating for appropriate feedback and guidance to prevent burnout and retain talent in the medical profession.

Building Positive Medical Team Culture

The group discussed the importance of creating a positive work culture in medical settings, emphasizing the role of team dynamics, leadership, and individual behavior in fostering a supportive environment. Samina highlighted the need for cultural shifts that motivate staff and encourage positive reinforcement, while Annie and Chris shared personal experiences and strategies for building trust and connection within teams, even in challenging environments. Tania noted the pressures faced by theater staff due to frequent changes and shared surgical teams, but also acknowledged their adaptability and professionalism. The conversation concluded with a recommendation to read "The Five Dysfunctions of a Team" to further explore team-building concepts.

Medicine Ethics Conferences Planning Meeting

The group discussed an upcoming conference planned for August in the Northern Hemisphere, potentially in Europe centered around three conferences in Amsterdam and London on the philosophy and ethics of medicine. Chris mentioned he would send a synopsis of the meeting and share links to the conferences with the WhatsApp group.