
Advancing Human Factors in Health and Social Care, PgCert

- > **Part-time**
 - > **Enrolment:** September
 - > **Length:** 1 year
 - > **Admissions enquiries:** 01642 384176 / sohscadmissions@tees.ac.uk
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Delivering excellence in health and social care at an individual, team and organisational level is not just desirable but achievable. The philosophy of this new programme is that for high quality, safer care to flourish, not only must every member of staff must be committed to, and play their part in, an integrated approach to care, but that the application of a Human Factors approach is crucial if real progress is to be made. A Human Factors approach involves the application of theory, data and design methods concerning how humans interact with their environment to make it easier for work to be done in the right way every time.

The programme is designed to develop and equip critical advocates/leaders of change who can use a Human Factors approach to enhance the quality, safety and governance of person-centred outcomes in health and social care. This includes the leadership of a change project in the workplace that requires the application of comprehensive knowledge, understanding, expertise and advanced skills in a health and social care setting.

The programme is suitable for individuals from the public, independent and voluntary sectors, from any professional background, including clinical and support services. Potential participants may already be educated to Masters level and now seeking a specific Human Factors qualification, or wishing to embark on specialist Human Factors Masters level study with the potential to complete a full Masters programme in Quality Safety and Governance in Health and Social Care.

To maximise your success on this programme you need viable project in line with your departmental or organisational priorities and agreed by your relevant organisational representative and the programme leader. You will be asked to complete a brief human factors-based quality improvement project overview form to support your application.

We also expect that you will have prior knowledge and/or experience of change management, leadership and quality improvement science or a willingness to independently increase your knowledge in these areas before beginning the course.

What you study

You will develop in-depth, specialist, knowledge of Human Factors and the experience of using this to enhance the quality, safety and governance of care. You will also study improvement science, leading change and a multi-perspective approach to determining and measuring performance and the impact of change. This will include planning an evaluation study based on the change you have implemented.

How you learn

The programme is taught in short study blocks spread across the academic year and comprising a total of 14 contact days. A range of teaching methods are used including: lectures and workshops, student led seminars, action learning, interactive and online learning activities, directed and self-directed study activities. You are supported by the module tutors with extensive experience in this subject area and the programme leader who is a member of the founding cohort for the NHS England and Health Foundation Q Initiative.

Modules

- > Leading Person Centred Quality Improvement in Health and Social Care
- > Using a Human Factors Approach to Quality Improvement in Health and Social Care

These modules also comprise year two of the MA Advancing Quality, Safety and Governance in Health and Social Care.

How you are assessed

A range of assessment modes are used throughout the programme. These include written assessments such as an essay analysing a quality, safety and governance issue using a Human Factors approach and a project based evaluation research critique, as well as a poster presentation and oral defence of a change project. Formative processes include an informal presentation on the improvement project plan and initial implementation. This is an opportunity for you to receive early developmental feedback on your work. These presentations are made to a small panel drawn from Critical Friends Stakeholder Support Forum whose members participate in student assessment and support programme design and delivery throughout. This group consists of service users and carers, employer representatives and academic staff to ensure that a person-centred approach extends to all aspects of the programme and maximises employer/organisational benefit.

Career opportunities

Graduates from this programme are equipped with specialist Human Factors knowledge, expertise and experience as well as a range of more generic attributes such as: advanced reasoning and decision making skills, ability to work collaboratively, presentation, research and ICT skills, that are highly sought after by employers today.

The programme is relevant for staff working in or aspiring to undertake, specialist quality, safety or governance roles as well as those for whom Human Factors form part of a wider role.

Entry requirements

Working in a health or social care setting or associated agencies. Applicants will normally have an Honours degree in a relevant subject or equivalent work-based experience. Applicants with other qualifications may be considered if they can provide evidence of the ability to study at Master's level.

Find out more

For more information about this course or to apply visit www.tees.ac.uk or contact:

Gillian Janes, Senior Lecturer in Service Improvement and Leadership

E: g.janes@tees.ac.uk

T: 01642 384902

www.tees.ac.uk

The information included in this flyer is correct at time of print - June 2016