Convention ID: 474
Submitting author: Ms Gladys CHENG
Post title: Advanced Practice Nurse, United Christian Hospital, KEC

Mental Skills in Preventing Errors: Origin of Crew Resource Management (CRM) in Kowloon East Cluster
Cheng KPG(1), Wong C(2), Brake T(3), So HS(4), Sin NC(1)(5)
(1)Quality and Safety Division, Kowloon East Cluster, (2)Accident & Emergency Department, United Christian Hospital, (3)Anaesthesiology and Pain Medicine, United Christian Hospital, (4)Surgery Department, United Christian Hospital, (5)Haven of Hope Hospit

Keywords:
Crew Resource Management
Cognitive and interpersonal skills
Mental skills
Preventing errors
Safety culture

Introduction
Crew Resource Management (CRM) was originated from the aviation industry and its benefits to healthcare industry are now well-recognized throughout the world. CRM focuses on the mental skills (e.g. cognitive and interpersonal skills) that a team requires to manage the patient care within a multi-specialty hospital environment, rather than just the technical knowledge and skills an individual requires for patient care. CRM project was rolled out in KEC starting from 2014/15 and 5 workshops with several simulation scenarios were organized. In spite of the limited resources and facilities, we were thrilled that the enrolment was overwhelmed and all the 5 workshops were arranged successfully with affirmative feedback.

Objectives
1. Convey the important cognitive concepts and interpersonal skills to staff effectively.
2. Foster patient safety culture by means of CRM.

Methodology
1. Rather than technical knowledge, cognitive and interpersonal skills were found to be 2 important areas that shall be reinforced by means of CRM. 2. Working Group for rolling out CRM project in KEC was established, with the kind support by experienced simulation and CRM trainers from various departments. Several scenarios were added to the classroom-based training to facilitate more effective learning. 3. Support was sought from senior management and relevant committees on the CRM project. 4.
Overwhelming enrolment was received for the 5 workshops.

**Result**
The preliminary feedback from the workshop participants was encouraging. Opinions were received that the cognitive concepts and videos inspired reconsideration on quality and safety ambits of their daily clinical practice. Some participants also shared a number of painful yet valuable stories with the fellow participants. While more resources have been granted from HAHO due to the overwhelming result, we look forward to tallying more simulation elements into the workshop in the coming year. We hope that this approach would facilitate participants to mimic ‘real’ experience in fully interactive manner, which in turn promotes more effective learning.