Introduction
Crew resource management (CRM) was designed as a training program to improve air travel safety in aviation industry in 1979. It was adopted in healthcare industry in 1999. The CRM training program that is funded by HAHO has been rolled out in Kowloon West Cluster (KWC) since September 2014. Both classroom and scenario-based simulation training workshops are conducted to let participants learn through abstract conceptualization and active experimentation. The target of the training program is to foster a patient safety and speak up culture in our cluster.

Objectives
1. Enhance medical and nursing staffs’ awareness of human factors in medical incidents. 2. Improve team communication and teamwork. 3. Learn skills in conflict resolution, briefing and debriefing. 4. Learn cognitive skills of maintaining situational awareness and decision making.

Methodology
Four half day classroom and three half day scenario based simulation training workshops were organized since September, 2014. Experienced trainers from PMH, CMC, KWH and YCH have been engaged. 137 KWC staffs of all ranks and working in different specialties, in particular Emergency Medicine, Intensive Care Unit, Operation theatre and Obstetrics, have participated the training program till the end of January, 2015.

Result
Evaluation of the workshop is rated by participants with a 5 points scale from score one for disagree to score 5 for strongly agree. The mean score of satisfaction to the training program is 4.28. Most participants agree CRM skills have positive impact to
build a patient safety culture (mean score 4.31). The impact of simulation training is stronger than interactive classroom training workshop (mean score 4.43). Most participants will adopt the CRM tools in their clinical works (mean score 4.06). Communication (4.40), cross check and verify (4.34), situation awareness (4.24), assertion (4.18), teamwork (4.16) are the top five CRM skills that they found most useful. However, both briefings (3.9) and debriefings (3.95) are the only two items with mean scores less than 4 which implicates there may be difficulty in implementation in their daily activities.