

2.4 Human factors / ergonomics for health systems resilience	Human Factors in Healthcare: A Concordat from the National Quality Board	https://www.england.nhs.uk/	Action Plan	National Quality Board	This document outlines the NHS approach in addressing and incorporating human factors in healthcare. It describes their specific actions and their approach moving forward, as well as some real case studies.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Managing the unexpected: resilient performance in an age of uncertainty	https://www.essex.ac.uk/	Book	John Wiley & Sons	Why are some organisations better able than others to manage function and structure in the face of unanticipated change? Authors Karl Weick and Kathleen Sutcliffe answer this question by pointing to high reliability organisations (HROs), such as emergency rooms in hospitals, flight operations of aircraft carriers, and firefighting units, as models to follow. These organisations have developed ways of acting and styles of learning that enable them to manage the unexpected better than other organisations.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	The How to Guide: Implementing Human Factors in Healthcare (Volume 2)	https://improvement.nhs.uk/	Guidance	Clinical Human Factors Group	Many healthcare organisations have carried out work on implementing human factors since this time and the first 'How to guide' created a demand for more information from the service. With focus in mind, the Clinical Human Factors Group commissioned this second volume, with support from The Health Foundation	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Selecting safe & easy to use products for healthcare: using human specification & checklists	https://drive.google.com/file/d/1v8w0t7j9m6kqz0g0g0g0g0g0g0g0g0g/view	Guidance	Clinical Human Factors Group	This Guide is to help staff working in procurement or with medical devices and equipment, to use Human Factors to specify and select the best and safest products to use in healthcare. This is important because conformity with Regulations and Standards does not always guarantee safe outcomes when products are used in practice.	English	Free	5.1
2.4 Human factors / ergonomics for health systems resilience	The How to Guide: Implementing Human Factors in Healthcare (Volume 1)	https://drive.google.com/file/d/1v8w0t7j9m6kqz0g0g0g0g0g0g0g0g0g/view	Guidance	Patient Safety First	The purpose of this guide is to provide an introduction to the concept of human factors in healthcare and provide suggestions of how its elements can be applied by individuals and teams working to improve patient safety. It aims to build awareness of the importance of human factors in making changes to improve patient safety. It is divided into 2 parts: "organisational management and human factors" and "making your care and work safer".	English	Free	0.5
2.4 Human factors / ergonomics for health systems resilience	Human Factors and Healthcare (HEF)	https://www.hee.nhs.uk/hef/	Guidance/Report	Health Education England	This report aims to: - Identify the impact of Human Factors training undertaken within several sectors in England. - Identify and recognise good practice in Human Factors training by means of a set of case studies - Inform stakeholders about potential strategies for the implementation of Human Factors training across an organisation like the NHS	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Never?	https://www.england.nhs.uk/	Report	Clinical Human Factors Group	This report was drawn up by the Clinical Human Factors Group and looks at 8 wrong site surgery cases. It examines what went right and what can be learnt from the cases that can be implemented into everyday practice.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Department of Health Human Factors Reference Group - Interim Report 5 March 2012	https://www.england.nhs.uk/	Report	NHS	This report recognises the need for human factors to be embedded in the NHS in order to improve safety and efficiency. This report outlines a set of recommendations for various elements of human factors in healthcare.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Summary of TeamSTEPS pilot (Human Factors training)	https://drive.google.com/file/d/1v8w0t7j9m6kqz0g0g0g0g0g0g0g0g0g/view	Report	NHS	The patient safety lead at Barnsley Hospital decided to pilot TeamSTEPS training for human factors in 2 wards. This report talks about the findings undergone to do this, the outcomes resulting from this and recommendations for further use.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Canadian Patient Safety Institute: Creating a Safe Space Strategies to Address the Psychological Safety of Healthcare Workers	https://www.patientsafetyinstitute.ca/	Strategy	Canadian Patient Safety Institute	Assist healthcare organisations support healthcare workers by creating peer-to-peer support programs (PPS) or other models of supports to improve the emotional well-being of healthcare workers and allow them to provide the best and safest care to their patients. manuscript provides a comprehensive overview of what healthcare worker support models are available in Canada and internationally	English	Free	
2.4 Human factors / ergonomics for health systems resilience	What is human factors and why is it important to patient safety?	https://www.who.int/patientsafety/	Syllabus module	WHO	Topic 2 in the WHO Safety Curriculum. Guidelines on what should be taught about human factors in patient safety and how best to teach this.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Technical Series on Safer Primary Care: Human Factors	available as pdf only	Technical guide	WHO	This monograph describes what "human factors" are and what relevance this approach has for improving safety in primary care. This section defines Human Factors. The next sections outline some of the key human factors issues in primary care and the final sections explore potential practical solutions for safer primary care.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	Human Factors across NHS England	https://www.youtube.com/watch?v=...	Video	Chartered Institute of Ergonomics & Human Factors	Paul Rowe, Programme Director - Patient Safety & Quality Improvement at NHS Education for Scotland shares his insights into progress and plans for human factors integration in Scotland's healthcare system. This was at the launch event for the Chartered Institute of Ergonomics & Human Factors White Paper.	English	Free	
2.4 Human factors / ergonomics for health systems resilience	White Paper on Human Factors for Health & Social Care	https://www.ergonomics.org.uk/	White Paper	Chartered Institute of Ergonomics & Human Factors	The purpose of this White Paper is to provide the authoritative guide to aid understanding of how Human Factors can and should be used, and the competence and experience needed to manage effort, solve problems and make decisions. It describes how Human Factors can bring a depth of clarity of understanding to Health and Social Care Issues.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations (NGOs) in Disaster Relief	https://www.icrc.org/en/doc/assets/files/other/publications/icrc-epr-doc/cod-conduct-disaster-relief.pdf	Code of Conduct	International Red Cross	This Code of Conduct seeks to guard our standards of behaviour. It seeks to maintain the high standards of independence, effectiveness and impact to which disaster response NGOs and the International Red Cross and Red Crescent Movement aspire.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Sendai Framework for Disaster Risk Reduction 2015 - 2030	https://www.preventionweb.net/files/54602mainreport_en.pdf	Framework	United Nations	The Sendai Framework for Disaster Risk Reduction 2015–2030 was adopted at the Third United Nations World Conference on Disaster Risk Reduction. The present Framework will apply to risk of small-scale and large-scale, frequent and infrequent, sudden and slow-onset disasters caused by natural or man-made hazards. It aims to guide the multi-hazard management of disaster risk in development at all levels as well as within and across all sectors.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Classification and Minimum Standards for Foreign Medical Teams in Sudden Onset Disasters	https://fdh.who.int/fr/media/48684	Guidance	WHO	The Foreign Medical Teams (FMT) Working Group commissioned this document. It introduces a simple classification, minimum standards and a registration form for FMTs that may provide support and trauma care arriving within the aftermath of a sudden onset disaster (SOD). These tools are also tools to improve the coordination of the foreign medical team response, and be the reference for registration on arrival as well as a possible global registration mechanism similar to what exists for urban search and rescue teams.	Chinese, French	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Hospital Safety Index Guide for Evaluators	https://apps.who.int/iris/handi	Guidance	WHO	The purpose of this guide for evaluators is to provide guidance to evaluators on applying the checklist, rating a hospital's safety and calculating the hospital's safety index. The evaluation will facilitate the determination of the hospital's capacity to continue providing services following a disaster, and will serve as a tool to improve the coordination of the foreign medical team response, and be the reference for registration on arrival as well as a possible global registration mechanism similar to what exists for urban search and rescue teams.	English	Free	6.1
2.5 Patient safety in emergencies and settings of extreme adversity	The Sphere Handbook	https://handbook.sphera.net/	Handbook	Sphere	The Sphere Project, now known as Sphere, was created in 1997 by a group of humanitarian non-governmental organisations and the Red Cross and Red Crescent Movement. Its aim was to improve the quality of their humanitarian responses and to be accountable for their actions. The principal users of The Sphere Handbook are practitioners involved in planning, managing or implementing a humanitarian response, as well as donors and volunteers of local, national and international humanitarian organisations responding to a crisis, as well as affected people themselves.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Occupational safety and health in public health emergencies: a manual for protecting health workers and responders	https://www.who.int/publications/m/item/occupational-safety-and-health-in-public-health-emergencies-a-manual-for-protecting-health-workers-and-responders	Manual	WHO	This manual provides an overview of the main OSH risks faced by emergency responders during disease outbreaks and other emergencies. The manual, which is particularly focused on needs in low-resource settings, provides technical guidance on good practices in establishing systems that can: 1) reduce occupational exposures, injury, illness and death among response workers; 2) decrease stress and reduce fears; and 3) promote the health and well-being of health-care and other response workers.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Patient Safety Incident Policy	https://bbop.qec.msf.org/bbop/	Policy	Médecins Sans Frontières	The Patient Safety Incident policy aims to minimise events happening during healthcare by supporting teams on the management and learning processes needed for the incidents encountered. Through a contextualised and detailed analysis of a PSI, measurable and appropriate interventions can be set-up in a systematic way and supported by specialists when needed.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Patient Safety Recommendations for COVID-19 Epidemic Outbreak	https://pubs.cdc.gov/pub/artic/2020/04/29/patient-safety-recommendations-for-covid-19-epidemic-outbreak/	Recommendations	International Society for Quality in Healthcare and Italian Network for Safety in Healthcare	On the basis of reports and questions forwarded to the Clinical Risk Managers of the Italian Network for Health Safety (INGSI) from physicians working on the front line, a series of recommendations have been developed referring to documents and papers published by national institutions (ISS) and Italian and international scientific societies and journals.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Health-care quality in extreme adversity and FCV settings - UNC: Gillings School of Public Health	https://gph.unc.edu/wp-content/uploads/2020/04/Health-care-quality-in-extreme-adversity-and-FCV-settings-UNC-Gillings-School-of-Public-Health.pdf	Report	Gillings School of Public Health	As part of the NQPS Initiative, research and evidence scanning has been conducted by UNC since 2018 to focus specifically on quality in extreme adversity and fragile, conflict-affected and vulnerable (FCV) settings. This publication provides an overview of the NQPS initiative, with a focus on quality in FCV adversity and FCV settings. It describes the background and conceptual framework for the quality interventions and the supporting evidence scans.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Quality of care in fragile, conflict-affected and vulnerable settings: taking action	https://www.who.int/publications/m/item/quality-of-care-in-fragile-conflict-affected-and-vulnerable-settings-taking-action	Report	WHO	Quality of care in fragile, conflict-affected and vulnerable settings: taking action has been developed to provide a starting point for multi-actor efforts and actions to address quality of care in the most challenging settings. This includes practical approaches to action planning and implementation of a contextualised set of quality interventions.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Quality in Emergency Care: a safer emergency department - a strategic overview	https://www.rcem.ac.uk/ebd/	Strategy	Royal College of Emergency Medicine	The guidance was commissioned by RCCEM Council, and written by the Quality in Emergency Care committee, in response to a strategic overview of the approach to safety and quality in emergency care in ED. This document is designed as an overview of QCEC work on improving quality of care in ED. It is strategic in approach, underpinned by several processes within RCCEM.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Recovery toolkit: supporting countries to achieve health service resilience: a library of tools and resources available during the recovery period of a public health emergency	https://apps.who.int/iris/handi	Toolkit	WHO	The overall goal of this Toolkit is to support countries in the reactivation of essential health services in the aftermath of a public health emergency. The Toolkit has been constructed to support the implementation of national health plans. The initial target audience are WHO Country Offices, for onward sharing and dissemination to ministries of health and implementation partners in country.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Quality of care in fragile, conflict-affected and vulnerable settings: tools and resources compendium	https://www.who.int/publications/m/item/quality-of-care-in-fragile-conflict-affected-and-vulnerable-settings-tools-and-resources-compendium	Tools	WHO	The Quality of care in fragile, conflict-affected and vulnerable settings: tools and resources compendium represents a curated, pragmatic and non-prescriptive collection of tools and resources to support the implementation of interventions to improve quality of care in such contexts. Relevant tools and resources are listed under five areas.	English	Free	
2.5 Patient safety in emergencies and settings of extreme adversity	Respectful Management of Serious Clinical Adverse Events	http://www.fhi.org/resources/	White Paper	FHI	This white paper introduces an overall approach and tools designed to support two processes: the proactive preparation of a plan for managing serious clinical adverse events, and the reactive emergency response of an organisation that has no such plan.	English	Free	