Non technical skills in health education competency framework

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Non-technical skills in healthcare competency framework

Definition
A set of social (communication and team working) and cognitive (analytical and personal behaviour) skills that support high quality, safe, effective and efficient multiprofessional care within the complex healthcare system

Social Factors

Communication
- Uses language clearly
- Organises information
- Ensures receiver of information has understood
- Confirms understanding when receiving information

Team working and Interprofessional skills
ALL
- Exchanges relevant information within the team
- Focuses on the patient and their care when conflict arises
- Values team input

LEADERS
- Seeks and takes responsibility when appropriate
- Identifies when colleagues are struggling and acts appropriately
- Monitors and reviews task progress within the team
- Coordinates workload with colleagues
- Assesses capabilities of individuals within the team
- Demonstrates shared planning with team

Cognitive factors

Personal behaviours
- Displays personal attributes of compassion, integrity and honesty
- Applies critical self-appraisal
- Welcomes feedback on performance
- Identifies when stress may pose a risk
- Recognises fatigue and considers appropriate actions to negate risk

Analytical skills
ALL
- Gathers and analyses information to support awareness of risk of errors
- Changes trajectory when significant risk is encountered
- Identifies viable options available
- Re-evaluates based on situational awareness

LEADERS
- Encourages active dialogue within the team regarding risk
- Anticipates potential future risks for the team

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