

HALT-Incident Management: Increasing Awareness of Human Factors Caboolture and Kilcoy Hospitals, Metro North HHS

Problems: Anecdotally many incidents have a humanistic contributor. In the trial ward, 58% of incidents were attributed to human error and 52% related to communication error or documentation.

Solution:

- Incorporated HALT! (Hungry, Angry, Late, Lonely, Tired) into routine handovers.
- Everyone is asked to HALT.

Results:

- 30% reduction per month in overall incidents including 25% reduction in human error incidents.
- Very positive staff feedback. Simple, cheap, and effective.



HUNGRY?

- When did I last eat?
- Is my hunger emotional or does my body need food?

ANGRY?

- What are you dealing with right now that is stressful? Is the stress what is making you angry?

LATE?

- Being late places us under more stress to get the job done

LONELY?

- Should what I am planning to do have a second person check it?
- Is the person checking doing the whole check with me?

TIRED?

- Have I been getting enough rest and giving my body the breaks it needs?

If you answered "Yes" to any of these - take remedial action as able and be aware that you are at increased risk of making mistakes. Let your partner and team leader know!

