



Non-technical Skills - Top 10 Tips

Non-technical skills (NTS) have a vital role to play in Emergency Medicine practice. There is increasing awareness that a clinician must not only possess good technical skills but should also be proficient in a variety of interpersonal and cognitive skills in order to optimise patient care. Non-technical skills include leadership, teamwork, decision making and situation awareness, all of which have an impact on health outcomes for patients and the mental well-being of clinicians. Non-technical skills help to reduce human error and enhance risk management both of which improve patient care.

This document provides guidance on how to maximise clinicians non-technical skills in the Emergency Department for the benefit of patients and staff.

Education and Training	
1	Improve team working in your department by running brief, simple, multi-professional simulation training on the shop floor.
2	Use the Emergency Medicine non-technical skills observation tool to guide feedback for your trainees.
3	Use some of the excellent online resources on enlightenME, the CEM website and resus.me to support local training on human factors.
Learning from Errors	
4	Run regular M+Ms where both seniors and juniors present 'Cases they have learned from.'
5	When things go wrong, consider the human factors that contributed to the error.
6	Use message of the week posters (staffroom/toilets etc.) to educate all staff about issues arising from incidents.
Error Prevention	
7	When introducing a new protocol/guideline or piece of kit, pre-empt potential problems by running a short simulation using the new guideline/kit etc. Identify potential issues, recognise that human limitations need to be taken into account and make necessary adaptations.
8	Be approachable and available for the juniors to ask you questions about the patients they are managing.
9	Use CEM ABC handover tool to standardise handover.
10	Recognise vulnerable and stressful situations – use timeout to reassess the department and how staff are coping.