



Exchange

Activating ideas together through Q's funding programme.

Gamification for Human Factors

In 2019 a team from the Northern Trust won the Q Exchange bid for their Gamification for Human Factors project. Gill Smith, Innovation and Quality Improvement Lead, Jonathan Holland, Consultant anaesthetist and Stephanie Kelly Innovation and Quality Improvement Senior Facilitator, identified the challenge of engaging all staff in Human Factor training.

Evidence that suggests that negative team behaviours have a significant impact on the quality and safety of healthcare, by enhancing learning to make it more engaging and entertaining and increasing learner motivation, the probability of human error such as miscommunication can be reduced.

The project aim is to understand the target user's primary sources of motivation, and developing the most appropriate reward system and Gamification Strategy through the deployment by mobile phone of a Human Factors Gamification App. Gamification will add new dimension to human factor learning, using of incentives and rewards, which may increase motivation and drive pursuit of training goals.

The Gamification project commenced in September 2020, a formal agreement with our partnering organisation the University of Ulster, has helped to establish clear roles and ownership for the Intellectual Property and product. The project has experienced some delays as a result of COVID-19, with plans to test the App still underway.