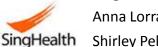
Utilising HFACS and HFIX Framework to Improve Communication for Research Subject Safety

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AIM

To Improve the Process of Team Communication and Coordination

INTRODUCTION

In a clinical research setting, clear communication is vital in ensuring the accuracy of procedures and subject safety

- The Human Factor Analysis and Classification System (HFACS) identified factors contributing to prevalent issues.
- The Human Factors Intervention Matrix (HFIX) was utilised to resolve the communication issues within the Clinical Research Nurse (CRN) team.

FINDINGS

References



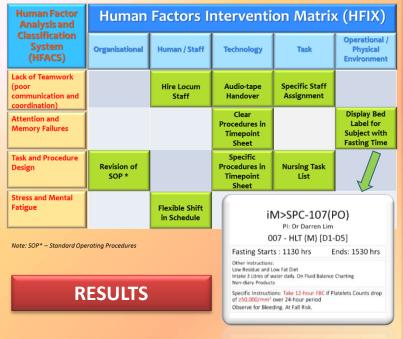
- 1. Dosing times of Investigational Drug were affected due to 7 out of 750 meals (0.93%) being served at incorrect timings
- 2. 4 out of 250 Full Blood Count (FBC) tests (1.6%), with platelet count drops of ≥50,000/mm³, over a 24-hour period were not monitored every 12-hour henceforth

Note: Low platelet levels increase risk of bleeding



METHODOLOGY

This was used to solve the 2 issues at hand HFACS AND HFIX FRAMEWORK



- 1. Full compliance to Dosing Time of Investigational Drug was achieved. All meals were served at specified FASTING time with ZERO (0%) deviation post-10 months HFIX implementation.
- All platelets counts with drop of ≥50,000/mm³ were monitored every 12-hour till platelets trends reverse, with ZERO (0%) deviation post-10 months intervention.

CONCLUSION

- 1. Equipped with tools and techniques to communicate within the team effectively
- 2. Compliance with Standard Operating Procedures (SOP) and trial protocols were developed and maintained
- 3. Enhanced Subject Safety and Staff Satisfaction

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