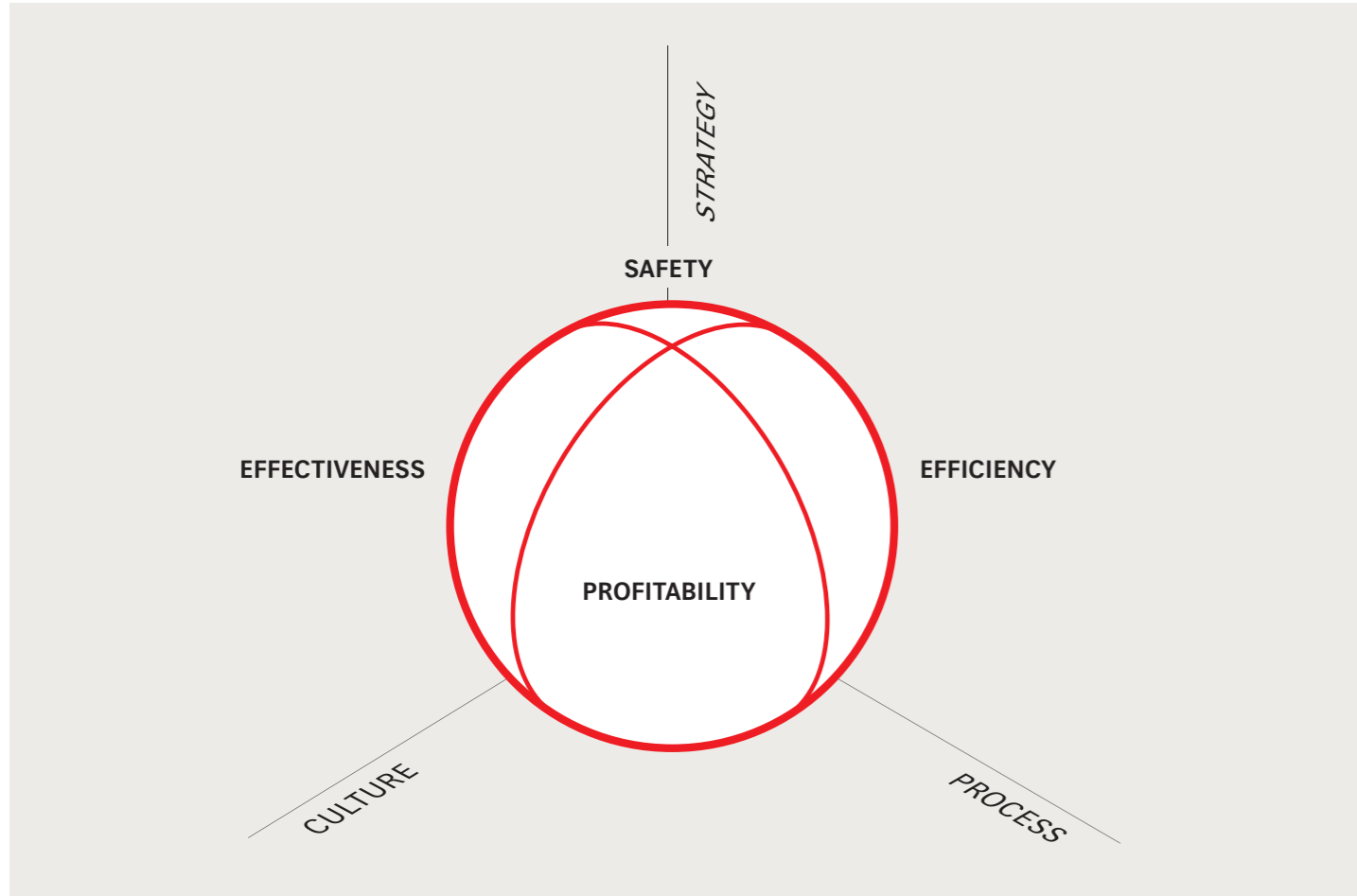


Swiss AviationTraining Ltd.

—
No Strategy, no GOAL.
No Process, no PATH.
No Culture, no PROGRESS.

Your Human Factors training partner in the quadruplet of

- profitability
- efficiency
- effectiveness
- safety



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HUMAN FACTORS TRAINING

FOR PROFITABILITY, EFFICIENCY, EFFECTIVENESS AND SAFETY

Profitable, efficient, effective and safe: the quadruplet to which any clinic aspires

Within the complex interplay of these four factors, every individual in a medical team will be proud, in their own way, of being able to act and react in their customers' best interests. And that's precisely where Swiss AviationTraining Ltd.'s human factors training sets its prime focus and thrust.



Swiss AviationTraining Ltd.

PROFESSIONAL

- Providing Human Factors training for flying personnel since 1992
- Providing Human Factors training for medical teams since 1999
- Scientific validations and research projects with universities and similar (ETH Zurich, University of Zurich, University of St. Gallen, Zurich University of Applied Sciences, Daimler-Benz Study, EU research, CTI promotions).

LINKED IN

- A member of the Swiss International Air Lines Group
- Collaborations and exchanges with hospitals in and outside Switzerland and experts and other specialists
- Regular guest speakers and external consultants on Human Factors training, safety culture and risk management.

EXEMPLARY

- Safe, punctual, efficient and profitable – an integrated safety culture in the airline world
- A theory-to-practice transfer hub where knowledge, skills and attitudes are trained, practised and applied.

THE THREE-STEP COMPETENCY-BASED TRAINING APPROACH

Establishing competence
(1 to 2 days)
Sensitising, showing relevance, communicating basic knowledge, developing first tools, encouraging transfer, linking to interactively-developed practical examples from day-to-day medical life.

Training competence
(3 to 4 days)
Reviewing experiences, expanding knowledge, making abilities routine, supplementing tools, consolidating transfer through concrete medical case studies drawn from reality.

Developing competence
(at least 1 day)
Revising and going further into selected key topics in a specified context and with focused problem areas.

MODULE THREAT AND ERROR MANAGEMENT

- Avoiding error-prompting behaviour, identifying errors early and eliminating them
- Dealing with disruptions and malfunctions
- Assessing and actively managing risks
- Integrating and practising a safety culture
- Adopting, strengthening and maintaining a no-penalty error-reporting culture

ESTABLISHING COMPETENCE

TRAINING COMPETENCE

DEVELOPING COMPETENCE

MODULE INFORMATION FLOW (THE SHARED MENTAL MODEL)

- Creating a common understanding
- Ensuring due coordination among multiple parties involved
- Identifying and rectifying misunderstandings
- Ensuring the continuous availability of decision-making and action-relevant information

ESTABLISHING COMPETENCE

TRAINING COMPETENCE

DEVELOPING COMPETENCE

MODULE VIGILANCE AND SITUATION AWARENESS

- Maintaining overall alertness
- Continuously assessing all relevant factors
- Constantly comparing the mental picture of the situation with the expected state

ESTABLISHING COMPETENCE

TRAINING COMPETENCE

DEVELOPING COMPETENCE

WHAT DO AN AIRCRAFT AND A CLINIC HAVE IN COMMON?

What the world's airlines have learnt over the years applies equally well to hospitals and clinics: it takes more than a strategic commitment, optimised processes, state-of-the-art technology and renowned specialists to acquire and maintain the quadruplet to which they both aspire. You also need to strengthen, deepen and internalise the skills and abilities of every individual in dealing with medical standards, organisation flows, technical demands and the "human factor", as such and within the team. Only with this type of culture will your profitability deliver results, your efficiency be effortless, your effectiveness tangible and your safety second-nature. Swiss AviationTraining Ltd. does not pursue short-term gains in its training approach. It assists, advises and empowers individuals, teams and entire organisations with the overall goal of making its own contribution superfluous.



MODULE DECISION-MAKING

- Adequately identifying a situation, generating options and assessing risks
- Ensuring the ability to act, both under normal circumstances and in a crisis situation
- Dealing with contradictory information
- Moving from routine knowledge to clinical intuition

ESTABLISHING COMPETENCE

TRAINING COMPETENCE

DEVELOPING COMPETENCE

MODULE TASK MANAGEMENT

- Identifying essentials, defining necessary and available resources and organising the requisite actions and activities in line with the goals desired
- Establishing approach, timing, roles and responsibilities and making clear statements
- Mentally "trailing" and systemising time-critical and irreversible actions
- Developing emergency scenarios: having projected "what if" alternatives on hand to ensure an effective management of time-critical situations

ESTABLISHING COMPETENCE

TRAINING COMPETENCE

DEVELOPING COMPETENCE

MODULE TEAM MANAGEMENT

- Dealing professionally with different roles and responsibilities and diverse team members
- Deliberately advocate leadership/influence processes and steering these dynamically and interactively
- Questioning long-established routines and hierarchical "givens"
- Identifying and addressing overlying informal hierarchies and dynamics

ESTABLISHING COMPETENCE

TRAINING COMPETENCE

DEVELOPING COMPETENCE