2022 Annual SHOT Report – Supplementary information
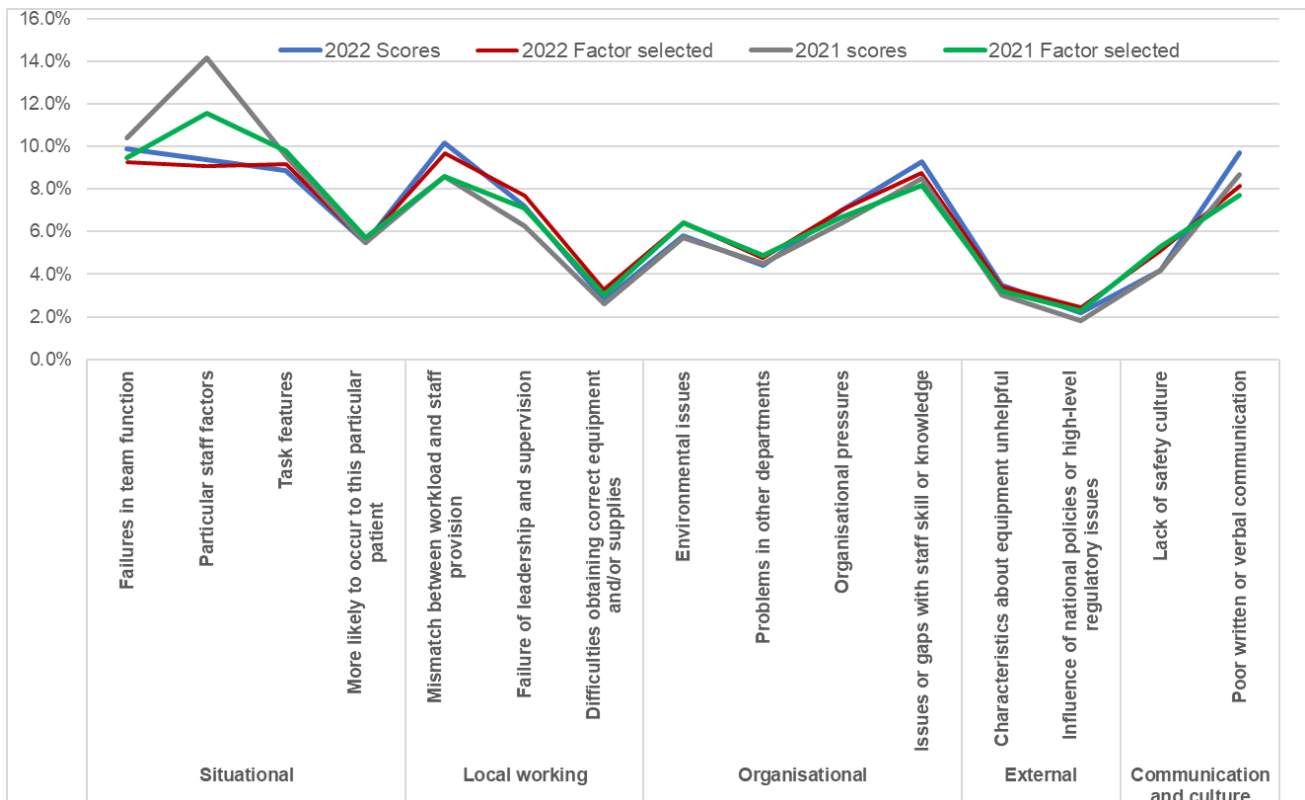
Chapter 7: Human Factors and Ergonomics in SHOT Error Incidents

Additional analysis not included in the main 2022 Annual SHOT Report.

Human factors scoring

Figure 7.4 compares percentage scores assigned to each factor in 2022 (blue) and 2021 (grey) plus percentages of each factor being assigned at all in 2022 (red) and 2021 (green). This demonstrates that irrespective of scoring, the percentages of each factor are almost identical, particularly in 2022. This justifies the decision taken by SHOT to remove the need for scoring factors in HFIT since January 2023. The only variance seen in Figure 7.4 is at a question related to 'particular staff factors' under the situational section, which in 2021 was 14.2% of the scores given compared to 11.6% of that factor being selected at all. Having identified that anomaly last year, the question was changed to suggest system-level staff factors, not individual issues. This has had a demonstrable effect on the responses to that question this year with the comparable percentages being 9.4% of scores given and 9.1% of that factor being selected, hence showing both a flattening of the curve at that data point and a much closer match of the respective percentages.

Figure 7.4: 2022 and 2021 comparison of scores assigned to each contributory factor and if factor identified at all

This removal of the over-emphasis on staff culpability can also be seen by comparing the total score given for question 2 about staff in 2021 (n=5881) and in 2022 (n=3836). There has been a considerable drop in the total scores assigned to that question even though there are nearly 350 more cases included this year. This may reflect a growing understanding that blaming individuals is less effective than uncovering the system and organisational factors that contribute to an error being made. The SHOT human factors tuition package contains further information about the effective use of the SHOT HFIT when reporting SAE and this has been updated since the scoring requirement has been removed.