



MEDICALTEAMWORK

POWERED BY 



ITSACADEMY

POWERED BY 



WELCOME TO

MEDICALTEAMWORK
part of the ITS Academy

ABOUT ITS

Created twenty-five years ago, the ITS Academy Group is a consultancy and training provider specialising in Human Factors, Error Management, Behavioural Skills and Cross-Functional Teamwork.

Focused initially on critical industries, and in particular aviation, the ITS Academy Group now has more than 400 clients in 73 countries worldwide.

Our fully equipped UK training centre in Bristol is just 200 metres from the mainline railway station, and a 20-minute drive from Bristol International Airport. With clients in more than 70 countries worldwide we regularly travel to our clients' bases or, for their convenience, hold some of our open training courses at London Gatwick Airport.

We believe the key to our success is founded on:

1. More than 25 years' experience in designing and delivering behavioural skills training interventions
2. Being a research driven organisation; by which we mean that our interventions are customised to the needs of each individual client, based on a detailed evaluation of the operation's specific requirements.



Welcome to Medical Teamwork – part of the **ITS Academy Group**, the worldwide Human Factors training provider



As a specialist provider of Human Factors and CRM training and consultancy, with a particular focus on critical industries, our aim is to make health care safer by integrating human factors into health care training.

This can be achieved by providing an insight into how errors and incidents occur in the complex, high-tech healthcare workplaces. With this insight come the practical tools for error reduction, early error detection, minimising the impact of errors and most important, learning from errors.

As humans, we do, and will continue, to make errors; fundamental to high intensity or high risk environments therefore is our ability to understand threats, anticipate and manage error and to work as effective and efficient teams.

Patient safety and medical error have become issues of increasing concern in the health care system.

In the United States for example, the Institute of Medicine (IOM) cited data that at least 44,000 people, and perhaps as many as 98,000 people, die in hospitals each year as a result of preventable medical errors. Beyond the cost in human lives, preventable medical errors have been estimated to cost between \$17 billion and \$29 billion per year in hospitals nationwide. The IOM suggests that training in team behavior, leadership, communication, and other human factors could reduce medical errors and improve patient safety.

In the 1980s, the aviation industry began to implement a new type of non-technical training, called cockpit resource management (CRM), which focused on human factors such as group dynamics, leadership, interpersonal communication, and decision making. Cockpit resource management was defined as a management system that makes optimum use of all available resources, equipment, procedures, and people to promote safety and efficiency. CRM was a response to research into the causes of air disasters during the late 1970s, which revealed that more than 70% of air crashes involve human error rather than failures of equipment or weather.

ITS Academy Group have been designing and delivering CRM training courses, and providing associated consultancy services for 25 years.

The majority of crew errors consisted of failures in the areas of leadership, team coordination, and decision making. The aviation industry shares many characteristics with medicine, particularly in terms of the goal of risk reduction and the importance of teamwork and interpersonal skills.

The activities on a flight deck are similar to those in an emergency room, operating room, and intensive care unit. In both medicine and aviation, professionals must be able to make sound decisions under stressors such as fatigue, overwork, emergency, and responsibility for others' wellbeing.

Both might be considered as high-risk and high-stress environments involving time sensitivity, multiple players, a requirement for teams functioning at a high level with precise and accurate information, and the high and often irreversible cost of error.

CRM training is best provided to a multidisciplinary group of clinical staff, including physicians, nurses, technicians, and in some cases, administrative staff. This is a key strength of the process because developing teamwork skills is significantly enhanced by training the members of a clinical team together.

To discuss how we can assist your facility, please [CONTACT US](#)



ITSACADEMY GROUP



ITS Academy Group develops behavioural skills to improve performance at individual, team and corporate levels. We humans exhibit similar characteristics across all aspects of our lives, and so the human factors and behaviours that we see within aviation are repeated across all industrial, transport and commercial operations.

The Key issues for ITS Academy Group are error prevention, error management and efficiency.

Within medical, and other critical industries such as aviation, rail, marine and offshore, the focus is on reducing the possibility of accidents or incidents which may cause harm to humans or property.

For commercial or corporate operations, the primary objectives of error prevention and error management are efficiency and profitability. Less errors, and more efficiency, will improve the bottom line.

Our objectives therefore are to work with our clients to:

- Reduce error
- Manage error
- Improve teamwork within individual teams, and between multiple teams
- Improve efficiency
- Improve profitability

On the following page we have outlined our training programmes across Aviation, Rail, Marine and Company platforms.





AVIATION
INFORMATION

A specialist provider of Human Factors and CRM training, our courses and training meet the requirements of EASA, the UK CAA and the FAA. Each of our CRM Instructors meets the latest EASA requirements.

We deliver CRM training and support services to flight deck crew, cabin crew, ground crew, dispatch and senior management.

We offer complete CRM training solutions to airlines, civil aviation authorities and training organisations worldwide.

Our clients' operations include national flag carriers, scheduled, charter, lo-cost, freight, seaplane operations; along with helicopter and military operations. Our ability to analyse your particular needs means that we can guarantee to tailor a solution to match your precise requirements.

www.aviationteamwork.com



RAIL
INFORMATION

An operational railway is highly dependent upon the performance of its staff, both as individuals and as part of an extended team. As a result, improvements that can be achieved with regard to both individual and teamwork skills have the potential to impact positively on operational performance.

The aim of the our training programmes therefore is to develop the skills and underpinning knowledge required to change attitudes and behaviours over time, and to minimise the risk of human factors preventing staff from achieving the highest levels of safety, efficiency and customer focus.

www.railteamwork.com



MARINE
INFORMATION

Many navigators stand bridge watches alone or as the sole watch-keeper. In these times, they alone are responsible for all decisions pertaining to safe navigation and collision avoidance. Error reduction and management is therefore crucial.

Bridge Resource Management (BRM) is the effective management of human and technical resources, available to the bridge team, to ensure the safe completion of the vessel's voyage. In essence, BRM is the process and practice of using these resources to enable navigators to make the best possible decisions. There are many resources available to assist the navigator. From an information perspective, these include charts, the passage plan and electronic aids like radar, radio, GPS etc. From a human point of view, there are look-outs, additional officers, the Master and often a pilot.

www.marineteamwork.com



COMPANY
INFORMATION

We believe effective teamwork is essential for companies who want to remain competitive and responsive in today's business environment.

Unless we are completely isolated, and very few of us are, we work with other people and of course we can achieve higher productivity working as a team than as individuals. Also crucial to business performance is the ability for teams or departments to work with, and alongside, each other effectively.

Developing behavioural skills to improve performance at individual, team and corporate levels. Developing high performance teams that are highly motivated and driven to succeed. Improving cross-functional teamwork between teams and departments. Enhancing company performance through focusing on the human element.

www.companyteamwork.com



OUR MISSION:

“TO PRODUCE THE FINEST AND MOST EFFECTIVE TRAINING SOLUTIONS TO THE HIGHEST POSSIBLE STANDARDS AND DELIVERING THEM ON TIME, AND TO A BUDGET.”

- KEITH FRYER, CEO



Integrated Team Solutions Ltd, 1 Friary, Temple Quay, Bristol, BS1 6EA, England

Tel: +44 (0) 7000 240 240 | +44 (0) 117 344 5019 Fax: +44 (0) 7000 241 242 | +44 (0) 117 344 5001
Email: info@aviationteamwork.com