**Human Factors in nursing leadership | Ngā Āhua Tangata ki te kaihāutūtanga tapuhi**

**Visual  
The video begins. The screen has a white background. In the middle of the screen are the words ‘Human Factors’ in large letters. Each letter of the word ‘Human’ is a different colour. The word ‘Factors’ is blue. Underneath that is a line, under which is written in smaller blue letters ‘Human Factors in nursing leadership.’**

**The screen changes and a te reo translation in the same style as the first screen appears. The words say Ngā Āhua Tangata ki te kaihāutūtanga tapuhi.**

**An exterior shot of Palmerston North Hospital shows the hospital’s main entrance. The sky looks grey, and we see cars both parked outside the main entrance and driving past on the road.**

**The screen changes to show a nurse, dressed in a blue uniform sitting in a chair in front of a hospital bed in a ward.**

Audio  
[Lyn] Kia ora, I’m Lyn Maughan and I’m a nurse with over 30 years of experience, and a lot of that time has been spent in critical care.

**Visual  
On screen we see sliding doors with the words ‘Main Entrance’ in silver letters. Two men walk past each other.**

**The scene changes to inside the foyer of Palmerston North Hospital. We see signs promoting hygiene and a booth with a yellow stand with black letters that read ‘Hospital Hosts | How can we help you?’**

Audio  
[Lyn] Critical care is a highly charged environment, it is rapidly changing.

**Visual  
Lyn walks down the hospital corridor on her way to meet with her team.**

**The scene changes, and we see a yellow and green ambulance driving past the main entrance of the hospital.**

Audio  
[Lyn] It’s a very overwhelming environment and the whānau need to be kept informed.

**Visual  
Lyn shows a screen recording a patient’s vital signs to a whānau member. Lyn is holding a stethoscope.**

Audio  
[Lyn] The vulnerability in that space is huge and really disempowering. So, it’s really important that we understand the needs of the whānau.

**Visual  
A young woman wearing a green hospital gown lies in a bed as Lyn uses her stethoscope to check her heart rate.**

**The scene changes, and Lyn is once again sitting in a chair in front of a hospital bed being interviewed.**

Audio  
[Lyn] We can have in one bedspace someone who has been on this amazing journey, this incredible up and down journey say for like one or two months within the ICU and they’ve just finally reached a point where they can discharge to a ward and move on. It’s like a gold medal for them.

**Visual  
A woman in a hospital gown is sitting up in her bed, she smiles at a nurse giving her an update.**

**The scene changes to show a hospital corridor. Two sets of doors are wide open, and there are green signs indicating directions to different wards.**

Audio  
[Lyn] And then in another space we can have families that have been given a terminal diagnosis and the discussion around end-of-life care.

**Visual  
A clinician strokes a patient’s hand, comforting them. The clinician wears gloves. The patient is dressed in a blue gown.**

Audio  
[Lyn] And in another space, we can have someone that’s planning a funeral for their loved one that’s kindly donated organs and a gift of life.

**Visual   
Lyn looks down as she checks a patient’s blood pressure. Then she walks down a corridor and past a hospital bed and towards a meeting space.**

Audio  
[Lyn] When I look at the roster and I’m staffing it, I take into consideration the skill mix, you know, have we got enough experienced staff versus junior staff?

**Visual  
Lyn is in a meeting with her team. They stand in a semi-circle as she briefs them. We see a nurse nod in agreement as Lyn updates the group.**

Audio  
[Lyn] We currently have a very inexperienced workforce, and that comes with challenges in itself.

I try to ensure there is a supportive coaching environment to provide them opportunities with decision-making and growth and development.

I ensure I have clear communication with them. I value what they bring. I value them as people.

**Visual  
The scene returns to the group of nurses being briefed by Lyn.**

Audio  
[Lyn] I think knowing and understanding who they are is really an important part of that safe team culture.

**Visual  
Lyn’s team of nurses appears back at the briefing. The camera pans out.**

Audio  
[Lyn] I enable them to be creative and to bring me any ideas that they feel that they can share.

**Visual  
Back at the team briefing, the nurses look engaged and Lyn smiles as she talks to them. She’s holding onto a pole with a bag of fluids attached to it.**

Audio  
[Lyn] We are like a family, so we work really closely together.

**Visual  
The group of nurses appear attentive as Lyn’s briefing continues.**

Audio  
[Lyn] As a leader, you need to know your staff, and if you know who might be struggling or could be triggered by a particular incident, then you need to include that information when you’re planning the shift.

**Visual  
Lyn checks a monitoring device. The scene changes, and we see a nurse wearing a mask, nodding in agreement with Lyn.**

Audio  
[Lyn] It is about leadership and a shared vision of excellent care.

**Visual  
A female patient in a bed smiles up at Lyn, and she smiles back at them. Credits roll and the video ends.**