# SCHEDULE

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td><strong>Thursday, June 24, 2004</strong></td>
<td>6:30–8:00 P.M.</td>
<td>Registration and Reception, Lakeside Room—Pyle Center</td>
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<tr>
<td><strong>Friday, June 25, 2004 AM</strong></td>
<td>7:00–8:30</td>
<td>Breakfast and Conversation</td>
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<td></td>
<td>7:30–8:30 Registration</td>
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<td>8:30–9:00</td>
<td>Overview and Course Objectives</td>
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<td>9:00–10:00</td>
<td>Overview of Human Factors Engineering and Patient Safety, Dr. Pascale Carayon</td>
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<td>10:00–10:45</td>
<td>Videotape</td>
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<td>10:45–11:00</td>
<td>Break</td>
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<td>11:00–12:00</td>
<td>What is Human Factors Engineering, What is an Error and What is a System, Part One, Dr. Ben-Tzion Karsh</td>
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<td><strong>Friday, June 25, 2004 PM</strong></td>
<td>12:00–1:00</td>
<td>Lunch</td>
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<tr>
<td></td>
<td>1:00–2:45</td>
<td>What is Human Factors Engineering, What is an Error and What is a System, Part Two, Dr. Ben-Tzion Karsh</td>
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<td>3:00–5:00</td>
<td>Physical Environment, Dr. Carla Alvarado</td>
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<tr>
<td><strong>Saturday, June 26, 2004 AM</strong></td>
<td>7:30–8:00</td>
<td>Breakfast and Conversation</td>
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<td>8:30–10:30</td>
<td>Technology Design and Usability</td>
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<td>11:00–12:00</td>
<td>Cognitive Ergonomics, Part One, Dr. Pascale Carayon</td>
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<tr>
<td><strong>Saturday, June 26, 2004 PM</strong></td>
<td>12:00–1:00</td>
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<td>1:00–2:15</td>
<td>Cognitive Ergonomics, Part Two, Dr. Pascale Carayon</td>
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<td>2:30–3:30</td>
<td>Physical Ergonomics, Dr. Carla Alvarado</td>
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<td>3:30–4:30</td>
<td>Physical Ergonomics—Preventing Injuries Using an Ergonomic Approach, Dr. Bernice D. Owen</td>
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<td><strong>Sunday, June 27, 2004 AM</strong></td>
<td>7:30–8:00</td>
<td>Breakfast and Conversation</td>
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<td>8:30–10:30</td>
<td>Job and Organizational Issues, Dr. Robert Wears and Dr. Pascale Carayon</td>
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<td>10:30–10:45</td>
<td>Break</td>
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<td>10:45–12:00</td>
<td>The Role of the Healthcare Provider, Dr. Robert Wears</td>
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<tr>
<td><strong>Sunday, June 27, 2004 PM</strong></td>
<td>12:00–12:45</td>
<td>Wrap up and Evaluation and Box lunch, Drs. Pascale Carayon, Carla Alvarado and Ben-Tzion Karsh</td>
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Founded in 1985, the University of Wisconsin Center for Quality and Productivity Improvement (CQPI) is recognized for multidisciplinary research, requiring input and interaction from many different fields. Since its inception, CQPI has been at the forefront in the development of new techniques for improving the quality of products and processes. Today, the Center’s Systems Engineering Initiative for Patient Safety (SEIPS) is also at the forefront of developing methods aimed at improving the quality of healthcare work processes, quality of working life, and quality of healthcare patient safety.

### SPECIFIC LEARNING OBJECTIVES

At the conclusion of this activity, participants should be able to:

- Identify the objectives of human factors engineering
- Promote the use of human factors engineering to minimize patient related error
- Recognize the difference between micro and macro human factors engineering approaches
- Summarize what a system is, and what are the implications for its design
- Target and evaluate medical device design and usability issues for patient safety
- Identify cognitive ergonomics issues, such as information processing and human error
- Understand organizational issues related to patient safety (e.g. transitions of care, communication, teamwork, process analysis.)
- Ability to assess the physical environment for patient safety associated issues
- Give examples of physical environment issues and patient safety
- Understand the aims, objectives and benefits of ergonomics
- Identify human characteristics, capabilities and limitations
- Define the scope of ergonomics and systems of work
- Recognize interfaces between job, person and environment
- Develop solutions that are successful in reducing musculoskeletal injuries
- Set up a successful ergonomics process
- Attain skills in the HFE method of usability testing and how it fits into proactive risk assessment (e.g., FMEA) and problem investigation

### Accreditation Statement

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the Center for Quality and Productivity Improvement, University of Wisconsin–Madison and The University of Wisconsin Medical School. The University of Wisconsin Medical School is accredited by the ACCME to provide continuing medical education for physicians.

**Credit Designation Statement:** The University of Wisconsin Medical School designates this educational activity for a maximum of 17 category 1 credits toward the AMA Physician’s Recognition Award. Each physician should claim only those credits that he/she actually spent in the activity.

**Continuing Education Units:** This program is accredited by the University of Wisconsin, Continuing Medical Education, for up to 1.7 CEU’s (17 hours). This credit applies to nurses, engineers, and other health professionals.

**American Osteopathic Association, American Academy of Physicians Assistants:** AOA and AAPA accept AMA category 1 for their credit requirements.

**Conference Completion Report:** You will be mailed a completion report 4 to 6 weeks after the conference.

### FACULTY

- **John W. Gosbee, M.D., M.S.** Human Factors Engineering and Health Care Consultant, Ann Arbor, MI
- **Kern Henriksen, Ph.D., Staff Service Fellow, Agency for Healthcare Research and Quality (AHRQ), Rockville, MD**
- **Carla J. Alvarado, Ph.D., Research Scientist CQPI (SEIPS Short Course Coordinator), University of Wisconsin–Madison**
- **Ben-Tzion Karsh, Ph.D., Assistant Professor, Industrial Engineering, University of Wisconsin–Madison**
- **Pascale Carayon, Ph.D., Professor, Industrial Engineering and Director CQPI, University of Wisconsin–Madison**
- **Bernice D. Owen, Ph.D., R.N., Professor Emeritus, School of Nursing, University of Wisconsin–Madison**
- **Robert L. Wears, M.D., Professor, Emergency Medicine, University of Florida College of Medicine**

### Policy on Faculty and Sponsor Disclosure

It is the policy of the University of Wisconsin Medical School that the faculty and sponsor disclose real or apparent conflict of interest relating to the topics of this educational activity, and also disclose discussions of unlabeled/unapproved uses of drugs or devices during their presentation(s). Detailed disclosure will be made in the course handout materials.

**Intended Audience**

This educational activity is designed for all physicians, nurses, physician assistants, pharmacists, engineers, patient safety officers, and other professionals interested in human factors engineering and patient safety.
**REGISTRATION**

Register online at [www.peopleware.net/2723](http://www.peopleware.net/2723) or use the form below.

**SEIPS Short Course on Human Factors Engineering and Patient Safety**  
**June 24-27, 2004**

Complete a separate registration form (or copy) for each registrant.

Name: ____________________________________________________________________________________

Company/Affiliation: ____________________________________________________________________

Address: _________________________________________________________________________________

City/State/Zip: __________________________________________________________________________

Daytime Phone: __________________ Fax: __________________

E-mail: __________________ Web: __________________

**Registration Fees:***

- $1,250 Full Short Course/First Registrant from an Organization
- $1,000 Each Additional Registrant from the Same Organization

Total Enclosed: $_________

Checks payable to **UW-Madison**

- Check attached.
- Bill Purchase Order Number: __________________
- Please charge on the following account:

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<th>Name on Card</th>
<th>Signature</th>
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**Additional Options (check all that apply):***

- Yes, I plan on attending the reception June 24
- Yes, I prefer vegetarian meals

If you have registration questions, please call CALS Outreach Services at 608-263-1672.  
No phone registrations please.

**ACCOMMODATIONS**

Blocks of rooms are reserved at the following hotels. Please call or write to the hotels directly to reserve your accommodation. Be sure to reference the short course “CQPI/SEIPS” to receive the special room rate.

**The Lowell Inn and Conference Center**  
University of Wisconsin—Extension  
610 Langdon Street  
Madison, WI 53703–1195  
Guest Room Reservations: 866–301–1753  
Rate: $70/single, $80/double  
Reservations must be made prior to May 24, 2004.

**Howard Johnson Plaza Hotel—Madison**  
525 West Johnson Street  
Madison, WI 53703–1993  
Phone: 608–251–5511 Fax: 608–251–4824  
Rate: $89/single  
Reservations must be made prior to May 24, 2004.

**The Campus Inn**  
601 Langdon Street  
Madison, Wisconsin 53703  
Phone: 608–257–4391 or 800–589–6285 Fax: 608–257–2832  
info@thecampusinn.com  
Rate: $93/single  
Reservations must be made prior to May 7, 2004.

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The University of Wisconsin provides equal opportunities in employment and programming, including Title IX requirements.

The University of Wisconsin Medical School fully complies with the legal requirements of the ADA and the rules and regulations thereof. If any participant in this educational activity is in need of accommodations, please notify Dr. Carla J. Alvarado in order to receive service. Please call (608) 263-2678.
June 24–27, 2004
Pyle Center
University of Wisconsin–Madison
Madison, WI

Systems Engineering Initiative for Patient Safety (SEIPS)
Short Course on Human Factors Engineering and Patient Safety—Part I

This 3 day course for professionals presents nationally recognized speakers discussing a variety of Human Factors Engineering and Patient Safety topics including:

- Human Factors Engineering
- Design of the Physical Environment
- Cognitive Ergonomics
- Sociotechnical Systems and Macroergonomics
- Technology Design and Implementation
- Job Design
- Physical Ergonomics
- Healthcare-related Case Studies

www.fpm.wisc.edu/seips/courses/coursehome.html

Jointly Sponsored by the University of Wisconsin Center for Quality and Productivity Improvement (CQPI) and the University of Wisconsin Medical School Office of Continuing Medical Education