COPI

To rise to the challenge of the international quality revolution, the Center for Quality and Productivity Improvement (COPI), a research center, was founded in October of 1985. Since its inception, COPI has been at the forefront in the development of new techniques for improving the quality of products and processes.

Today, COPI’s Systems Engineering Initiative for Patient Safety (SEIPS) is the foremost leader in a comprehensive application of Human Factors and Systems Engineering to the patient safety challenge. COPI/SEIPS is the recipient of multiple Federal, foundation, and industry supported research projects for patient safety, quality of healthcare processes, quality of working life and human factors approaches for improved technology implementation. The various project teams on these studies are multidisciplinary, including investigators and partners in Human Factors and Systems Engineering, Nursing, Medicine and Pharmacy.

Statement of Need

This short course is designed to provide an understanding of human factors and systems engineering and how this approach to patient safety can improve performance, prevent harm when error does occur, help systems recover from error, and mitigate further harm.

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.

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
- 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
- Improve workload management
- Identify human characteristics, capabilities and limitations
- Recognize interfaces between job, person and environment
- Analyze tasks and work flow
- Understand various methods and approaches to Proactive Risk Analysis
- Attain skills in HFE methods of Variance Analysis and FMEA
- Understand how Proactive Risk Analysis contributes to Patient Safety Climate/Culture
- Recognize challenges to the application of HFE and Patient Safety

Schedule

<table>
<thead>
<tr>
<th>SEIPS PART I – The Basics of HFE and Patient Safety</th>
<th>Monday 8-13-07</th>
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<tbody>
<tr>
<td>7:00-8:00am</td>
<td>Breakfast and Registration</td>
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<tr>
<td>8:00-8:45am</td>
<td>Introductions, Overview, and Course Objectives</td>
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<tr>
<td>8:45-10:15am</td>
<td>Human Factors Engineering – The View Point of a Clinician</td>
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<tr>
<td>10:15-10:30am</td>
<td>Break</td>
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<tr>
<td>10:30am-12:00pm</td>
<td>What is Human Factors Engineering and What is a System-1</td>
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<tr>
<td>12:00-1:00pm</td>
<td>Lunch</td>
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<td>1:00-2:45pm</td>
<td>What is Human Factors Engineering, and What is a System-2</td>
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<td>2:45-3:00pm</td>
<td>Break</td>
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<tr>
<td>3:00-5:00pm</td>
<td>The Physical Environment and Ergonomics</td>
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<tr>
<td>5:00-6:30pm</td>
<td>Case Study Analysis</td>
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<th>Tuesday 8-14-07</th>
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<th>Wednesday 8-15-07</th>
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| SEIPS PART II – HFE & Proactive Risk Assessment | Wednesday 8-15-07 |
|---------------------------------------------------------------|
| 12:00-1:00pm | Lunch and Registration | Dr. Carla J. Alvarado |
| 1:00-1:15pm | Overview and Course Objectives | Dr. Pascale Carayon |
| 1:15-2:15pm | Overview of Human Factors Engineering in Healthcare | Dr. Sue M. Bosley |
| 2:15-3:15pm | Proactive Risk Assessment (PRA)- Introduction | Dr. Pascale Carayon |
| 3:15-3:30pm | Break | |
| 3:30-5:30pm | Proactive Risk Assessment-Hybrid FMEA-Hands on and Discussion | Dr. Pascale Carayon |
| 5:30-6:30pm | Reception | Attendees and Faculty |

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<th>Thursday 8-16-07</th>
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<th>Friday 8-17-07</th>
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General Information

Dates: August 13-17, 2007
Place: The Pyle Center
702 Langdon Street
Madison, WI 53706
Phone: 608/262-1122
Fax: 608/262-8516

Conference Housing
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.

DoubleTree® Hotel – Madison
525 West Johnson Street, Madison, WI 53703
www.doubletreemadison.com
Phone: 608/251-5311 or 800.222.8733
Rates: $119
Reservations must be made prior to July 12, 2007

The Campus Inn
601 Langdon Street, Madison, WI 53703
Phone: 608/257-4391 or 800/589-6285
www.thecampusinn.com
Rates: $125
Reservations must be made prior to July 12, 2007

The Edgewater Hotel
666 Wisconsin Avenue, Madison, WI 53703
Phone: 800.922.5512
www.thecedgewater.com
Reservations must be made prior to July 12, 2007
Rates: $129

Conference Fees
- $1,500 Part I only - First Registrant from an Organization
- $1,000 Part I only - Each Additional Registrant from the Same Organization
- $1,500 Part II only - First Registrant from an Organization
- $1,000 Part II only - Each Additional Registrant from the Same Organization
- $1,250 Part II only - 2004 & 2005 Part I Short Course Attendees
- $2,200 Part I and Part II - First Registrant from an Organization
- $2,000 Part I and Part II - Each Additional Registrant from the Same Organization

Four Easy Ways To Register
By Mail: Return your completed registration form and payment (Step 5 registration form)
By Phone: 608/262-1397. Please call and give your billing information or pay by MasterCard, VISA, or American Express
By Fax: 1-800/741-7416
On Line: http://www.ocpd.wisc.edu/

Confessions
All registrations are confirmed in writing. If you do not receive a confirmation, please call 608/262-1397.

Conference Attire
Since meeting room temperatures and personal comfort levels vary, it is recommended that you bring a sweater or jacket.

For Further Information
Dr. Carla J. Alvarado, CQPI, 575 WARF, 610 Walnut Street, Madison, WI 53726; phone 608/263-2678 or 608/263-2520; calvarado@cqpi.engr.wisc.edu
Amy Meyer
Office of Continuing Professional Development in Medicine and Public Health
4270 Health Sciences Learning Center
750 Highland Ave, Madison, WI 53705
Phone: 608/240-2150, fax: 608/240-2151
ameyer3@wisc.edu

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 through the joint sponsorship of the University of Wisconsin School of Medicine and Public Health and the University of Wisconsin-Madison, Center for Quality and Productivity Improvement (CQPI). The University of Wisconsin School of Medicine and Public Health is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Credit Designation Statement
The University of Wisconsin School of Medicine and Public Health designates this educational activity for a maximum of 37 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Continuing Education Units
The University of Wisconsin-Madison, as a member of the University Continuing Education Association (UCEA), authorizes this program for 3.7 continuing education units (CEUs) or 37 hours.

Policy on Faculty and Sponsor Disclosure
As a sponsor accredited by the ACCME, it is the policy of the University of Wisconsin School of Medicine and Public Health to require the disclosure of the existence of any significant financial interest or any other relationship a faculty member or a sponsor has with either the commercial supporter(s) of this activity or the manufacturer(s) of any commercial product(s) discussed in an educational presentation. Detailed disclosure will be made in the course handout materials.
SEIPS Short Course on Human Factors Engineering and Patient Safety
• Part I and Part II

Please complete Steps 1-5 below in BLOCK letters

Step 1. Participant Information:

Name

First   MI   Last

Professional Degree (for credit & name badge)

Company Name

Dept. Name or Mail Code

Work Address

City, State, Zip

Day Phone

FAX

E-mail

☐ I request vegetarian options for my meals

Step 2. Confirmation:

☐ Work Address (as provided in Step 1) - or - ☐ Home Address

Home Address

City, State, Zip

Step 3. Registration Fees:

☐ $1,500 Part I only - First Registrant from an Organization
☐ $1,000 Part I only - Each Additional Registrant from the Same Organization
☐ $1,500 Part II only - First Registrant from an Organization
☐ $1,000 Part II only - Each Additional Registrant from the Same Organization
☐ $1,250 Part II only - Past SEIPS Short Course Attendees
☐ $2,200 Part I and Part II - First Registrant from an Organization
☐ $2,000 Part I and Part II - Each Additional Registrant from the Same Organization

TOTAL FEE REMITTED:

☐ PO or check enclosed (payable to University of Wisconsin)
☐ Please bill my company
☐ Credit Card: ☐ MasterCard; ☐ VISA; ☐ American Express

Cardholder’s Name

Card Number

Expiration Date

Step 4. Where did you learn about this short course? Check all that apply

☐ Colleague  ☐ Brochure  ☐ Advertisement  ☐ Internet  ☐ Other

Step 5. Please return your payment with this form to:

Kathy Kneebone, The Pyle Center, 702 Langdon Street, Madison, WI  53706
or Fax 1-800/741-7416 (in Madison Fax 265-3163).

Quotes from past course attendees:

“Great course! Very valuable for the work I do. Thank you for all you did to get a Human Factors and Patient Safety course up and going.”

“Excellent program…I received practical tools I can use immediately back at my hospital.”

“The SEIPS model is a very helpful framework for thinking and problem solving, not only in patient safety but in all aspects of healthcare.”

“I cannot wait for next year’s SEIPS course Part II! The faculty makes me want to learn more and more about Human Factors and a systems approach to my patient care practices.”
Systems Engineering Initiative for Patient Safety (SEIPS) Short Course on Human Factors Engineering and Patient Safety • Part I and Part II

Please Route to:

☐ PATIENT SAFETY OFFICER
☐ QUALITY IMPROVEMENT
☐ RISK MANAGEMENT
☐ MEDICAL INFORMATICS/IT

THE UNIVERSITY OF WISCONSIN–MADISON

August 13-17, 2007
Pyle Center, University of Wisconsin–Madison • Madison, WI

SEIPS Short Course on Human Factors Engineering and Patient Safety
Part I and Part II on HFE Methods - Proactive Risk Assessment (New 2007)

This two-part, five-day course for professionals presents nationally recognized speakers discussing a variety of Patient Safety topics and Human Factors Engineering (HFE) including:

**Part I: The Basics of HFE & Patient Safety**
- Human Factors Engineering
- Sociotechnical Systems and Macroergonomic
- Design of the Physical Environment and Ergonomics
- Cognitive ergonomics
- And more...

**Part II: HFE Methods - Proactive Risk Assessment**
- Workflow and Task Analysis
- Variance Analysis
- Probabilistic Risk Analysis
- FMEA
- And more...

For short course schedule and registration information go to: [www.fpm.wisc.edu/seips](http://www.fpm.wisc.edu/seips)