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

Today, CQPI’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. CQPI/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 and Scope of Practice
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
- 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)
- Assess the physical environment for patient safety associated issues
- Give examples of physical environment issues and patient safety
- Improve situational awareness
- Improve workload management
- Identify human characteristics, capabilities and limitations
- Recognize interfaces between job, person and environment
- Recognize challenges to the application of HFE and Patient Safety

Schedule

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<th>SEIPS Extended Part I - Human Factors and Sociotechnical Systems Engineering</th>
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Faculty

Pascale Carayon, PhD
Director CQPI, Procter & Gamble
Bascom Professor in Total Quality
Industrial and Systems Engineering
University of Wisconsin-Madison
Madison, WI

Carla J. Alvarado, PhD
Research Scientist, CQPI and
SEIPS Short Course Coordinator
University of Wisconsin-Madison,
Madison, WI

John W. Gosbee, MD, MS
Human Factors Engineering and
Healthcare Specialist
Michigan Health Systems
Ann Arbor, MI

Ben-Tzion Karsh, PhD
Associate Professor, Industrial and
Systems Engineering
University of Wisconsin-Madison
Madison, WI

Shawna Perry, MD
Director for Patient Safety Systems
Engineering, Associate Professor and
Associate Chair
Department of Emergency
Medicine VCU Health Systems

Mary E. Sesto, PhD
Assistant Professor
School of Medicine and Public
Health and Industrial and
Systems Engineering
University of Wisconsin-Madison
Madison, WI

Robert L. Wears, MD
Professor, Emergency Medicine
and Director of Medical
Informatics University of Florida
College of Medicine
Jacksonville, FL

Douglas A. Wiegmann, PhD
Associate Professor, Industrial and
Systems Engineering
University of Wisconsin-Madison
Madison, WI

General Information

Dates: July 13-16, 2009
Place: Lowell Center
610 Langdon Street
Madison, WI 53703
Phone: 608/256-2621
Fax: 608/262-5445

Conference Housing
Blocks of rooms are reserved at the following hotels. Please call or write to the hotels
directly to reserve your accommodation.

The Edgewater Hotel
666 Wisconsin Avenue
Madison, WI 53703
phone: 800.922.5512
www.theedgewater.com

Rates: $70-$90
Reservations must be made prior
to June 12, 2009
Please reference F40000

Conference Fees

• $2,000 - First Registrant
  from an Organization
• $1,500 - Each Additional
  Registrant from the Same Organization

The conference fee includes the cost of
tuition, materials, an opening reception,
breakfasts, refreshment breaks, lunches, and a
nonrefundable registration fee of $50. Should you
cancel your registration up to 72 hours
prior to the conference; you will be refunded
the entire conference fee except the $50
nonrefundable portion. No refunds will be
made after that time.

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
(in Madison Fax 265-3163)

On Line: http://www.ocpd.wisc.edu
Click on course catalog

Confirmations
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 WARE, 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
2701 International Lane, Suite 208
Madison, WI 53704; phone/fax: 303.362.1867
email: 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 30 AMA PRA Category 1 Credits TM. 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 3.0 continuing education units (CEUs) or 30 hours.

Policy on Disclosure
It is the policy of the University of Wisconsin School of Medicine and Public Health that the faculty, authors,
planners, and other persons who may influence content of this CME activity disclose all relevant financial
relationships with commercial interests in order to allow CME staff to identify and resolve any potential conflicts of
interest. Faculty must also disclose any planned discussion of unlabeled/unapproved uses of drugs or devices during
their presentation(s). Detailed disclosures will be made in the activity handout materials.

Elements of Competence
This CME activity has been designed to change patient care and systems-based practice, two of the six competencies
embraced by the American Board of Medical Specialties.
Registration Form

Extended Part I: Human Factors and Sociotechnical Systems Engineering
July 13-16, 2009

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:

☐ $2,000 - First Registrant from an Organization
☐ $1,500 - 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:

“Thanks again for the exceptional experience. The class is really life/mind changing as evidenced by coming back to a potential event and my first thought was not, who messed up, rather I wonder what else was going on, how many lines were running etc, etc!”

“Thanks for all these materials, and thanks again for the wonderful course - I very much enjoyed it. So yes, the course has changed the way I look at things…”

“Thanks again for the great effort you put to organize an excellent course.”

“Thank you so much for the wonderful experience! The class has opened my eyes and re-charged my batteries.”

“Awesome course! Top-notch organization and instruction. Thank you for a successful and valuable week of learning!”

“This is a tremendous short course. The instruction and resources you provided us are tremendously helpful.”

“What a great experience. I felt as though I had returned to college! The beautiful university setting, the outstanding professors…great course!”

The University of Wisconsin provides equal opportunities in employment and programming, including Title IX requirement. The University of Wisconsin School of Medicine and Public Health 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.
Extended Part I: Human Factors and Sociotechnical Systems Engineering

Please Route to:
☑ PATIENT SAFETY OFFICER
☑ QUALITY IMPROVEMENT
☑ RISK MANAGEMENT
☑ MEDICAL INFORMATICS/IT
☑ INFECTION CONTROL

THE UNIVERSITY OF WISCONSIN–MADISON

July 13-16, 2009
Lowell Center, University of Wisconsin Madison
Systems Engineering Initiative for Patient Safety (SEIPS)
Extended Part I: Human Factors and Sociotechnical Systems Engineering

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

- Human Factors Engineering
- Sociotechnical Systems and Macroergonomic
- Design of the Physical Environment and Ergonomics
- Cognitive ergonomics
- And more...

For short course schedule and registration information go to: http://cqpi.engr.wisc.edu/shortcourse_home

Jointly sponsored by the University of Wisconsin-Madison Center for Quality and Productivity Improvement (CQPI) and the University of Wisconsin School of Medicine and Public Health, Office of Continuing Professional Development in Medicine and Public Health