The University of Wisconsin—Madison

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, Pharmacy and Health Services Research.

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, and mitigate further harm.

Intended Audience and Scope of Practice
Physicians, Physician assistants, Nurses, Information technologists, Research scientists, Quality improvement specialists, Pharmacists, CEOs, Middle and upper management, Engineers, Risk management professionals, Infection control professionals, 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., organizational resilience, communication, teamwork)
- Assess the physical environment for patient safety associated issues
- Understand job design and workload issues related to patient safety
- Identify human characteristics, capabilities and limitations
- Recognize interfaces between job, person and environment
- Recognize challenges to the application of HFE and Patient Safety

Extended Part I: Human Factors and Sociotechnical Systems Engineering

The course offers sessions on the following topics:
- Human Factors Engineering
- Sociotechnical Systems and Macroergonomics
- Design of the Physical Environment and Ergonomics
- And more…

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

The extended part of this course has been designed to provide a deeper understanding of human factors engineering and its application to patient safety.

Day Date Time Topic
Monday 8/15/11 7:00am-8:00am Registration
10:00am-11:30am Introduction to Human Factors Engineering and Safety
12:00pm-1:15pm Human Factors Engineering - Practical Applications
12:00pm-1:00pm The Physical Environment
2:00pm-3:30pm Physical Ergonomics

Tuesday 8/16/11 7:00am-8:00am Breakfast and Conversation
10:00am-11:30am Cognitive Ergonomics
12:00pm-1:15pm Usability Principles and Methods
2:00pm-3:30pm Technology Design and Usability
3:30pm-4:30pm Training

Wednesday 8/17/11 7:00am-8:00am Breakfast and Conversation
10:00am-11:30am Organizational Design and Resilience
12:00pm-1:15pm Job Design and Workload
2:00pm-3:30pm Workflow Analysis
3:30pm-4:30pm Job Stress
4:30pm-5:30pm Case Study Preparation

Thursday 8/18/11 7:00am-8:00am Breakfast and Conversation
10:00am-11:30am Organizational Change and System Redesign
12:00pm-1:15pm Human Factors Engineering - Practical Applications
2:00pm-3:30pm Case Study Poster Presentation
3:30pm-4:30pm Human Factors Engineering in Healthcare - A Provider’s Experience

Wrap-up and Evaluations

This four-day course for professionals presents nationally recognized speakers.

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.
Faculty

Pascale Carnes, PhD  
Director CQPI, Proctor & Gamble  
Racine Professor in Total Quality  
Industrial and Systems Engineering  
University of Wisconsin-Madison  
Madison, WI

Carla J. Alvarado, PhD  
Research Scientist, CQPI  
University of Wisconsin-Madison  
Madison, WI

Sue M. Banks, PhDr  
Medication Safety Pharmacist  
Saint Elizabeth Regional Medical Center  
Lincoln, Nebraska

John W. Gruenwald, MD, MPH  
Human Factors Engineering and HealthCare Specialist  
Michigan Health Systems  
Ann Arbor, MI

Ann Schoist Hartel, PhD  
Research Scientist, CQPI  
University of Wisconsin-Madison  
Madison, WI

Ben-Tzian Korch, PhD  
Associate Professor, Industrial and Systems Engineering  
University of Wisconsin-Madison  
Madison, WI

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

Mary E. Tersi, PhD  
Assistant Professor  
School of Medicine and Public Health  
University of Wisconsin-Madison  
Madison, WI

Robert L. Wears, PhD  
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: August 15-18, 2011  
Place: Lowell Center  
610 Langdon Street  
Madison, WI 53703  
Phone: 608/256-2621

Conference Housing  
Blocks of rooms are reserved at the following hotels. Please call or write to the hotels directly to arrange your accommodation. For further details, please visit http://cqi.engr.wisc.edu/shortcourse_accommodation

The Lowell Center  
This accommodation is currently located within the course facility.  
610 Langdon Street, Madison, WI 53703  
Phone: 608/256-2621 or 866/101-1753  
email: lowell@res.uwex.edu  
http://conferences.uwex.edu/lowell.cfm  
Rates: $89/$99  
Reservations must be made prior to July 14, 2011.  
Please reference SEPS, pascale LOWELL

DoubleTree® Hotel – Madison  
525 West Johnson Street, Madison, WI 53703  
Phone: 608/251-5511 or 800.222.8733  
www.doubletreemadison.com  
Rates: $149  
Reservations must be made prior to July 14, 2011.  
Please reference SEPS

The Edgewater Hotel  
666 Wisconsin Avenue, Madison, WI 53703  
phone: 800.302.5512  
www.edgewaterhotel.com  
Rates: $139  
Reservations must be made prior to July 14, 2011.  
Please reference VH

Conference Fees  
$2,000 - First Registrant from an Organization  
$1,700 - Each Additional Registrant from the Same Organization

The conference fee includes the cost of tuition, materials, two receptions, breakfasts, refreshment breaks, lunches, and a nominal 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

On-line: Go to www.cqi.engr.wisc.edu  
Click on “Course Catalog” near the bottom of the left column; scroll down the list of educational activities until you see the date of 08/15/2011; and select “SEPS Short Course on Human Factors Engineering and Patient Safety; Extended Part 1: Human Factors and Sociotechnical Systems Engineering.”

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  
(no Madison Fax 265-3163)

Confirrnations  
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  
Teresa N. Thomsen  
CQPI, 3124 ECB, 1550 Engineering Drive  
Madison, WI 53706; phone: 608/990-3265 or 608/262-7250; thomsen@engr.wisc.edu

Amé Meyer  
Office of Continuing Professional Development  
Medication Safety  
2701 International Hall, Suite 208  
Madison, WI 53704  
phone: 303/362-1867; fax: 608/240-6040  
amemeyer@ucp.idaho.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 live activity for a maximum of 31.25 AMA PRA Category 1 Credits™. Physicians should claim only the 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 the program to offer 3.125 continuing education units (CEUs) or 31.25 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 undeclared/unapproved uses of drugs or devices during their presentations. Detailed disclosures will be made in the activity handouts.

Elements of Competence  
This CME activity has been designed to change learner competence and performance, and focuses on the American Board of Medical Specialties area of systems-based practice.

Policy on Registration for CEUs  
The University of Wisconsin provides equal opportunities in employment and programming, including Title IX requirement.

Step 5. Please return your payment with this form to:  
CME Specialist, The Pyle Center, 782 Langdon Street, Madison, WI 53706 or Fax 1-800-741-7416 (in Madison Fax 265-3163).

The University of Wisconsin-Madison School of Medicine and Public Health fully complies with the legal requirements of the ADA. 

Registration Form

SEIPS Short Course on Human Factors Engineering and Patient Safety

Extended Part I: Human Factors and Sociotechnical Systems Engineering

August 15-18, 2011

Please complete Steps 1-5 below in BLOCK letters

Step 1. Participant Information:

Name: ________________________________

Professional Degree (for credit & name badge):

Company Name: _______________________

Dept. Name or Mail Code: _______________________

Work Address: ____________________________

City, State, Zip: ____________________________

Day Phone: ______________________________

Fax: ________________

Email (required): ________________________

I request vegetarian options for my meals

Step 2. Confirmation:

Q Work Address (as provided in Step 1) or Q Home Address

Home Address: ____________________________

City, State, Zip: ____________________________

Step 3. Registration Fees:

Q $2,000 - First Registrant from an Organization

Q $1,700 - Each Additional Registrant from the Same Organization

TOTAL FEE REMITTED:

Q PO or check enclosed (payable to University of Wisconsin)

Q Please bill my company

Credit Card: Q MasterCard; Q Visa; Q American Express

Cardholder’s Name: _______________________

Card Number: ____________________________

Expiration Date: __________________________

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

Q Colleague Q Brochure Q Advertisement Q Internet Q Other

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

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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 you are a participant in the educational activity in need of accommodations, please notify Teresa N. Thomsen in order to receive service. Please call 608/990-3265.

Quotes from past course attendees:

“Once again your focus on participant experience was exemplary! Thank you. Discussions of examples were very rich and helpful.”

“Thanks again for the exceptional experience. The class is really life/mind changing as evidenced by coming back to a personal and professional 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 those 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 left as though I had returned to college! The beautiful university setting, the outstanding professors...great course!”
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http://conferencing.uwex.edu/hoteling.htm
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Please reference SEIPS, package LOWELL

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doubledotmadiison.com
Rates: $149
Reservations must be made prior to July 14, 2011. Please reference SEIP

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666 Wisconsin Avenue, Madison, WI 53703
Phone: 800 922 5512
www.edgewater.com
Rates: $199
Reservations must be made prior to July 14, 2011. Please reference VEH

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For Further Information

Teresa N. Thuemling
CQPI
3124 ECB, 1550 Engineering Drive
Madison, WI 53706
Phone: 608/990-4265 or 608/263-2520; thuemling@cqi.engr.wisc.edu

Amy Meyer
Office of Continuing Professional Development in Medicine and Public Health
2701 International College, Suite 208
Madison, WI 53704
Phone: 603/362-1687; fax: 608/240-6040
amy.meyer@cqi.engr.wisc.edu

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Extended Part I: Human Factors and Sociotechnical Systems Engineering
August 15-18, 2011

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Professional Degree (for credit & name badge)

Company Name

Dept. Name or Med Code

Work Address

City, State, Zip

Day Phone

Fax

Email (required)

I request vegetarian options for my meals

Step 2. Confirmation:

Work Address (as provided in Step 1) or

Home Address

City, State, Zip

Step 3. Registration Fees:

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[ ] Colleague

[ ] Brochure

[ ] Advertisement

[ ] Internet

[ ] Other

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VISA, or American Express

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

- Human Factors Engineering
- Sociotechnical Systems and Macroergonomics
- 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