CQPI

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, 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, help systems recover from error, and mitigate further harm.

Intended Audience and Scope of Practice

This educational activity is designed for 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 (HFE)
- Understand the use of HFE to improve patient safety
- Describe the characteristics of a system and the implications for system design
- Identify human characteristics, capabilities and limitations
- Recognize challenges to the application of HFE and patient safety
- Evaluate medical device design and usability issues for patient safety
- Identify cognitive ergonomics issues, such as information processing and human error
- Recognize organizational issues related to patient safety (e.g., transitions of care, communication, resilience)
- Understand the role of the physical environment in patient safety
- Evaluate the impact of health IT on workflow and patient care processes
- Utilize HFE principles for implementing health IT
- Understand the role of care provider and patient trust with health IT
- Evaluate the physical environment and layout for optimal health IT use

Schedule ▪ 2012

SEIPS Part I - The Basics of HFE and Patient Safety		
Monday, July 16	**Time**	**Topic**
	7:00-8:00 am	Breakfast and Registration
	8:00 am-5:30 pm (breaks & lunch included)	• **Overview and Course Objectives** • **Introduction to Human Factors Engineering and Sociotechnical Systems** • **Human Factors Engineering in Healthcare – Practical Applications** • **The Physical Environment** • **Introduction to the Case Study**
	5:30-6:30 pm	Reception
Tuesday, July 17	7:00-8:00 am	Breakfast and Conversation
	8:00 am-5:00 pm (breaks & lunch included)	• **Cognitive Ergonomics** • **Usability Principles and Methods** • **Technology Design and Usability** • **Case Study Analysis**
	5:00-6:00 pm	Research Poster Session
Wednesday, July 18	7:00-8:00 am	Breakfast and Conversation
	8:00 am-1:00 pm (break and lunch included)	• **Organizational Design and Resilience** • **Team Activity and Poster Session** • **Wrap-up and Evaluation**
	SEIPS Part II - HFE and Health Information Technology	
	12:00-1:00 pm	Lunch and Registration
	1:00-5:30 pm (break included)	• **Overview and Course Objectives** • **Human Factors of Health IT in Practice** • **Human Factors Design of Health IT**
	5:30-6:30 pm	Reception
Thursday, July 19	7:00-8:00 am	Breakfast and Conversation
	8:00 am-5:30 pm (breaks and lunch included)	• **Workstation Design and Layout** • **Workflow Analysis for Health IT** • **Healthcare Professionals' Interaction with Health IT**
Friday, July 20	7:00-8:00 am	Breakfast and Conversation
	8:00 am-2:30 pm (breaks and lunch included)	• **Human Factors of Health IT Implementation** • **Trust and Health IT** • **A Provider's Conversion Experience** • **Wrap-up and Evaluation**

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
University of Wisconsin-Madison,
Madison, WI

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

Ann Schoofs Hundt, PhD
Research Scientist, CQPI
University of Wisconsin-Madison
Madison, WI

Enid Montague, PhD
Assistant 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, Richmond, VA

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, PhD
Professor, Emergency Medicine
and Director of Medical
Informatics University of Florida
College of Medicine
Jacksonville, FL

Tosha B. Wetterneck, MD, MS
Associate Professor
School of Medicine and Public
Health and CQPI
University of Wisconsin-Madison
Madison, WI

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

Yan Xiao, PhD
Director of Patient Safety
Research
Baylor Health Care System
Dallas, TX

General Information

Dates: July 16-20, 2012
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. For further details, please visit
http://cqpi.engr.wisc.edu/shortcourse_accomodation

DoubleTree® Hotel – Madison

525 West Johnson Street, Madison, WI 53703
Phone: 608/251-5511 or 800.222.8733
www.doubletreemadison.com
Rates: $129
Reservation link: http://doubletree.hilton.com/en/dt/
groups/personalized/M/MSNDTDT-SEP-20120715/
index.jhtml?WT.mc_id=POG
Reservations must be made prior to June 18, 2012.

The Edgewater Hotel

666 Wisconsin Avenue, Madison, WI 53703
phone: 800.922.5512
www.theedgewater.com
Rates: $140
Reservations must be made prior to June 16, 2012.
Please reference I4.

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

• $1,300 **Part II only** - Past 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

The conference fee includes the cost of tuition,
materials, two receptions, 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.

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.

Four Easy Ways To Register

On Line: Go to www.ocpd.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 07/16/2012; and select
"SEIPS Short Course on Human Factors
Engineering and Patient Safety; Part I on
Basics of HFE and Patient Safety and Part II
on HFE and Health IT."

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)

For Further Information

Teresa N. Thuemling
CQPI, 3124 ECB, 1550 Engineering Drive
Madison, WI 53706; phone: 608/890-0265 or
608/263-2520; http://cqpi.engr.wisc.edu;
tthuemling@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: 608-240-2144, fax: 608/240-6040
ammeyer@ocpd.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 live activity for a maximum of 37.50
AMA PRA Category 1 Credit(s)™. 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 this program for 3.75 continuing education units
(CEUs) or 37.50 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 learner
competence and focuses on the American Board of Medical
Specialties area of systems-based practice.

Registration Form

SEIPS Short Course on Human Factors Engineering and Patient Safety
- **Part I on the Basics of HFE and Patient Safety and Part II on HFE and Health IT**

Part I: July 16-18, 2012 Part II: July 18-20, 2012

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 (required)

❑ 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

❑ $1,300 Part II only - Past 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

TOTAL FEE REMITTED:

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

____ Please bill my company

____ Credit Card: ❑ MasterCard;   ❑ VISA;   ❑ American Express

> *Effective January 1, 2012, we will no longer accept credit card payment on the day of the activity.*

    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:

CME Specialist, 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:

"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 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 College of Engineering
University of Wisconsin-Madison

Center for Quality and Productivity Improvement
University of Wisconsin
3130 Engineering Centers Building
1550 Engineering Drive
Madison, Wisconsin 53706

Systems Engineering Initiative for Patient Safety (SEIPS) Short Course on Human Factors Engineering and Patient Safety ▪ Part I on Basics of HFE and Patient Safety and Part II on HFE and Health IT

Please Route to:

☑ PATIENT SAFETY OFFICER

☑ QUALITY IMPROVEMENT

☑ RISK MANAGEMENT

☑ MEDICAL INFORMATICS/IT

☑ INFECTION CONTROL

☑ INFECTION PREVENTION

THE UNIVERSITY OF WISCONSIN–MADISON

July 16-20, 2012 ▪ Lowell Center, University of Wisconsin-Madison

Systems Engineering Initiative for Patient Safety (SEIPS)
SEIPS Short Course on Human Factors Engineering and Patient Safety
Part I on Basics of HFE and Patient Safety and Part II on HFE and Health IT

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

Part I: The Basics of HFE & Patient Safety

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

Part II: HFE & Health Information Technology

- Human Factors Design of Health IT
- Usability of Health IT
- Workflow Analysis of Health IT
- Human Factors of Implementing Health IT
- 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