SEIPS Extended Part I - Human Factors and Sociotechnical Systems Engineering

**Schedule • 2013**

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7/15/13</td>
<td>7:00am–8:00am</td>
<td>Breakfast and Registration</td>
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<tr>
<td></td>
<td></td>
<td>8:00am–3:30pm (breaks &amp; lunch included)</td>
<td>Introduction to Human Factors Engineering and Safety</td>
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<td></td>
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<td>3:30pm–4:00pm</td>
<td>Human Factors Engineering - Practical Applications</td>
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<td>4:45pm–5:30pm</td>
<td>The Physical Environment</td>
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<td>5:30pm–6:30pm</td>
<td>Introduction to the Case Study and an Application</td>
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<tr>
<td>Tuesday</td>
<td>7/16/13</td>
<td>7:00am–8:00am</td>
<td>Breakfast and Conversation</td>
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<td></td>
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<td>8:00am–3:30pm (breaks &amp; lunch included)</td>
<td>Cognitive Ergonomics</td>
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<td>3:30pm–4:00pm</td>
<td>Technology Design and Usability</td>
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<td>4:45pm–5:30pm</td>
<td>Usability Principles and Methods</td>
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<td>5:30pm–6:30pm</td>
<td>Heuristic Evaluation of Health IT</td>
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<td>6:00pm–8:00pm</td>
<td>An Application</td>
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<tr>
<td>Wednesday</td>
<td>7/17/13</td>
<td>7:00am–8:00am</td>
<td>Breakfast and Conversation</td>
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<td>8:00am–4:45pm (breaks &amp; lunch included)</td>
<td>Organizational Design and Resilience</td>
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<td>4:45pm–5:00pm</td>
<td>Methods for Work System Analysis</td>
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<td>5:00pm–6:00pm</td>
<td>Workstation Design and Layout</td>
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<td>6:30pm–8:00pm</td>
<td>Case Study Preparation</td>
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<tr>
<td>Thursday</td>
<td>7/18/13</td>
<td>7:00am–8:00am</td>
<td>Breakfast and Conversation</td>
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<td>8:00am–3:30pm (breaks &amp; lunch included)</td>
<td>Teamwork</td>
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<td>3:30pm–4:00pm</td>
<td>Human Factors Engineering - A Provider’s Experience</td>
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<td>Case Study Poster Presentation</td>
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<td>Organizational Change and System Redesign</td>
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<td>Wrap-up and Evaluation</td>
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**THE UNIVERSITY OF WISCONSIN—MADISON**

July 15-18, 2013
Lowell Center, University of Wisconsin-Madison

SEIPS Short Course on Human Factors Engineering and Patient Safety
Extended Part I: Human Factors and Sociotechnical Systems Engineering

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
- Cognitive Ergonomics
- Methods for Work System Analysis
- And more...

For short course schedule and registration information go to: [http://cqi.engr.wisc.edu/shortcourse_home](http://cqi.engr.wisc.edu/shortcourse_home)

**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 comprehensively applying 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, Surgery, 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 system performance and safety, prevent harm when error does occur, help systems recover from error, and mitigate further harm.

**Intended Audience and Scope of Practice**

The educational activity is designed for all physicians, physician assistants, nurses, information technologists, research scientists, quality improvement specialists, pharmacists, CEOs, middle and upper managers, 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)
- Describe the characteristics of a system and the implications for system design
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- Apply methods for work system analysis
- Recognize the impact of teamwork and communication on patient safety
- Describe principles for work system redesign and change management
**General Information**

**Dates:** July 15-18, 2013  
**Place:** Lowell Center  
630 Langdon Street  
Madison, WI 53703  
**Phone:** 608/256-2621

**Conference Housing**  
Blocks of rooms are reserved at the DoubleTree Hotel. Please contact the hotel directly to reserve your accommodation. For further details, please visit http://cqi.engr.wisc.edu/shortcourse-accommodation.

**DoubleTree Hotel – Madison**  
525 West Johnson Street, Madison, WI 53703  
Phone: 608/251-5111 or 800.222.8733  
www.doubletree madison.com  
Rates: $129  
Reservation link: http://doubletreehotels.com  
credit/gpma/personal/kan/MNANDTDT  
SEP-2013 0714/index.html/WT_m_cr_d-PDC  
Reservations must be made prior to June 14, 2013  
Please reference SEP.

**Other Nearby Hotels:**  
Pending availability, rooms may also be available at the Lowell Center (608/256-2621) and the D Unham Campus Inn (608/254-4194). Please call the hotels to reserve your accommodation.

**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, one reception, breakfasts, refreshments breaks, 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**

- **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 start date of 07/15/2013;  

**By Mail:** Return your completed registration form and payment (Step 4 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 262-3363)

**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. The University of Wisconsin-Madison, as a member of the University Continuing Education Association (UCEA), authorizes this program for 3.50 continuing education units (CEU) or 30.50 hours.  

**Policy on Disclosure**  
It is the policy of the University School of Medicine and Public Health that the faculty, authors, planners, and other persons who may influence content of the 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 presentations. Detailed disclosures will be made in the activity handout materials.

**Elements of Competence**  
The CME activity has been designed to change learner competence and performance and focus the American Board of Medical Specialties area of systems practice.

**Credit Designation Statement**  
The University of Wisconsin-Madison, as a member of the University Continuing Education Association (UCEA), authorizes this program for 3.50 continuing education units (CEU) or 30.50 hours.

**Step 1. Participant Information:**

- **Name:**  
- **Professional Degree (for credit & name badge):**  
- **Company Name:**  
- **Address:**  
- **City:**  
- **State:**  
- **Zip Code:**  
- **Day Phone:**  
- **Fax:**

**Step 2. Registration Fees:**

- **$2,000 - first registrant from an organization**  
- **$1,700 - each additional registrant from the same organization**

**TOTAL FEE REMITTED:**  
Please call and give your billing information or pay by MasterCard, Visa, or American Express.

**Registration Form**

**SEIPS Short Course on Human Factors Engineering and Patient Safety**  
**Extended Part I: Human Factors and Sociotechnical Systems Engineering**  
July 15-18, 2013

**Please complete Steps 1-4 below in BLOCK letters**

**Step 3. Where did you learn about this short course?**  
Check all that apply

- **Colleague**  
- **Brochure**  
- **Advertised**

**Step 4. Please return your payment with this form to:**  
CME Specialist, The Pyle Center, 752 Langdon Street, Madison, WI 53706 or Fax 1-800-741-7416 in Madison Fax 265-3163.

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**Quotes from past course attendees:**

"Thank you so much! What a wonderful course. Eye opening, provoking, exciting! What a wonderful opportunity to network and learn from each other."

"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 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 my 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!"
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Place: Lowell Center
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Phone: 608/256-2621

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Phone: 608/251-5111 or 608-222-8733
www.doubletreenew.com
Rates: $129
Reservation link: http://doubletreenew.hilton.com
credit/pgs/personalized/MANAGEDDT
SEP-201MNT47/index.html/WTmc_sh-PDG
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By Mail: Return your completed registration form and payment (Step 4 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 262-3363)

Confirrmations

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.thecumling@wisc.edu

Office of Continuing Professional Development in Medicine and Public Health
2701 International Lane, Suite 208
Madison, WI 53704
Phone: 608/262-2145, fax: 608/240-6040
dthephe@ocpd.wisc.edu

Registration Form

SEIPS Short Course on Human Factors Engineering and Patient Safety
Extended Part I: Human Factors and Sociotechnical Systems Engineering
July 15-18, 2013

Please complete Steps 1-4 below in BLOCK letters

Step 1. Participant Information:

Name
Prefix
First
Middle
Last
Title
Company Name
Dept.
Name or Mail Code
Address
City, State, Zip
Day Phone
Fax

Complete line if professional development activity is sponsored
Email of registrant (required)

I. request vegetarian options for my meals

Step 2. Registration Fees:

$2,000 - first registrant from an organization
$1,700 - each additional registrant from the same organization

TOTAL FEE REMITTED:

Please bill my company
Credit Card: MasterCard, Visa, American Express
Credit Card number
Expiration Date

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Check all that apply

Colleague
Brochure
Advertisement
Internet
Other

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Advertisements:

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Systems Engineering Initiative for Patient Safety (SEIPS) Short Course on Human Factors Engineering and Patient Safety • Extended Part I: Human Factors and Sociotechnical Systems Engineering

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

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

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