

Human Factors and Patient Safety Seminar

Speaker profiles

Professor Peter Cameron: Director of the NHMRC Centre for Research Excellence in Patient Safety (CRE-PS) and leads patient safety-related research. Peter is also Head of the Pre-Hospital, Emergency and Trauma group within the Department of Epidemiology and Preventive Medicine at Monash University.

Professor Malcolm Pradhan: Director of Health Informatics in the Faculty of Health Sciences at the University of Adelaide. Malcolm is a registered medical practitioner and has research experience in risk analysis, risk management, patient safety, evidence-based medicine, guideline construction and implementation, decision support systems, medical decision making and developing innovations in health in collaboration with multiple stakeholders.

Professor Rick Iedema: Professor of Communication and Associate Dean (Research) in the Faculty of Humanities and Social Sciences at the University of Technology Sydney. Rick's work centres on how doctors, nurses, allied health staff and managers communicate about the organization of their hospital work.

Dr Elisabeth Wilson-Evered: Senior Lecturer in Monash University's Organisational Psychology Research Group, within the School of Psychology, Psychiatry and Psychological Medicine. Elisabeth has a long standing research interest in health care research; particularly focusing on leadership, team processes, and organizational factors in determining the performance and effectiveness of multi disciplinary team working.

Dr Shelly Jeffcott: Senior Research Fellow, CRE-PS. Shelly has a background in psychology, human factors and systems safety. She has worked at the University of Cambridge's Engineering Design Centre on their 'Design for Patient Safety' and is now promoting human factors research and training within CRE-PS.

Professor Penny Sanderson: Professor of Cognitive Engineering and Human Factors Queensland University and Director of ARC Key Centre for Human Factors and Applied Cognitive Psychology. Penny is a key collaborator with CRE-PS and leads various key projects, such as investigating interruptions in clinical handover. Her interests include engineering psychology, human factors, cognitive engineering, cognitive work analysis, and visual and auditory attention.

Captain Glenn Eastlake: Boeing 737 Captain with one of Australia's two leading domestic airlines. Glenn is the Non-Technical Skills Program Manager for the airline and is responsible for the oversight and development of Human Factors and Crew Resource Management training for all flight crew, cabin crew, ground crew and network operations personnel within the airline.

Associate Professor Brendan Flanagan: Director and Associate Professor in Patient Safety Education at Monash University and Director of the Southern Health Simulation Centre. Brendan has been a principle figure in the development of the medical simulation movement in Australia and has been heavily involved in several patient safety initiatives, utilising human factors principles and methods.

Dr Farah Magrabi: Research Fellow in Decision Support at the Centre for Health Informatics (CHI) within the University of New South Wales. Farah has qualifications in Health Informatics and Electrical Engineering and leads CHI's research program on engineering safe clinical software systems. This program aims to design safe systems based on accident models.

Mr Nathan Farrow: Specialist nurse in critical care with a extensive project management and research experience in large-scale technological and simulation training projects within trauma systems. Nathan is currently the Manager of the Alfred Hospital's Trauma Reception and Resuscitation Project, collaborating also with CRE-PS on projects investigating team performance in the Emergency Department.

Ms Natalie McGregor: Risk Coordinator at Bayside Health's Quality and Safety Unit and Specialist Hyperbaric and Intensive Care Nurse. Natalie is currently undertaking a Masters in Aviation Human Factors at Swinburne University and her interests are in exploring practical implementation of human factors principles at the clinical interface.

Professor Joseph Ibrahim: Foundation Professor Aged Care Medicine, Peninsula Health; Consultant Physician with Specialist Investigations Unit at Victorian Institute Forensic Medicine & State Coroners Office, and Associate Director with CRE-PS.

Dr Christine Jorm: Senior Medical Advisor, Australian Commission on Safety and Quality in Health Care. Christine has written on medical culture, root cause analysis and how doctors view the system in which they work.

Seminar Program, Thursday 6th December 2007

Human Factors and Patient Safety Seminar Program

	Speaker	Organisation	Area covered
0830	REGISTRATION		
0900	Prof Peter Cameron:	Director CRE-PS	Welcome and overview of main aims of the day
	Ms Natalie MCGregor	Risk Coordinator, Alfred	Introducing Sidney Dekker
0905	Prof Sidney Dekker	Visiting Professor of Human Factors and Systems Safety, Lund University, Sweden	Keynote Address: 'Old and new views on human error'
1005	MORNING TEA (20 minutes)		
Session 1: Focusing in on health care: What's special about our industry?			Chair: Prof Joe Ibrahim
1025	Dr Malcolm Pradhan	Director of Health Informatics University of Adelaide	Unique features of healthcare processes
1045	Prof Rick Iedema	Professor of Communication University of Technology Sydney	How do we build safe working cultures for health
1105	Dr Elisabeth Wilson-Evered	Senior Lecturer Organisational Psychology Monash University	Leadership, team processes, and organizational factors in healthcare teams
1125	Question Panel: Sidney and Speakers – 'Opportunities and challenges for human factors in enhancing patient safety'		
1140	MID MORNING TEA (20 minutes)		
Session 2: Methods and education in human factors: How can we better identify system risks?			Chair: Dr Christine Jorm
1205	Dr Shelly Jeffcott	Senior Research Fellow CRE-PS	Adapting Methods for Health: H/FMEA and its applications
1220	Prof Sidney Dekker	Visiting Professor, Lund Uni.	Keynote Two: 'Human factors investigation techniques'
1310	LUNCH (45 minutes)		
1355	Prof Penny Sanderson	Director Key Centre for HF University of Queensland	Overview of UQs major past and present HF projects in healthcare
1415	Captain Glenn Eastlake	CRM Coordinator, Victoria Virgin Blue	Lessons for team and culture training from the airline industry
1435	Prof Brendan Flanagan	Medical Director Southern Simulation Centre	Putting these lessons into practice: simulation opportunities and patient safety
1455	Question Panel: Sidney and Speakers – 'Opportunities and challenges of using medical simulation for patient safety research and training'		
1505	AFTERNOON TEA (15 minutes)		
Session 3: Designing for patient safety: How can we break the cycle of error?			Chair: Prof Peter Cameron
1520	Dr Farah Magrabi	Centre for Health Informatics University of Sydney	Embracing the science of socio-technical design
1540	Mr Nathan Farrow	Alfred Hospital	Human Factors on the ground: Progress on the Trauma Reception and Resuscitation Project
1600	Prof Sidney Dekker	Visiting Professor	Keynote Three: 'Indicators of resilience in healthcare'
1645	Question Panel: Sidney and Speakers – 'Issues surrounding the application of human factors to tackle key patient safety concerns'		
1655	SUMMARY and CLOSE		

Lecture Series - Professor Sidney Dekker

Lecture 1: Why do errors in healthcare occur? Monday 10th December 2007

What makes a system like healthcare safe or risky? Professor Dekker will explore in depth why errors occur in our health system and why some attempts at making our system safer are more successful than others. The need for a full systems approach and careful examination of error “countermeasures” is vital.

Lecture 2: Folk models and accident models. Tuesday 11th December 2007

In this lecture, Professor Dekker discusses the difficulty in pinpointing the cause of an adverse event. He reminds us that although human factors can help explain failure, the discovery of “root” cause/s requires a deeper appreciation of accident models, their origins and purposes and the innate biases of investigators.

Lecture 3: When medical error becomes a crime. Wednesday 12th December 2007

Professor Dekker tells the story of one case of criminalisation of care gone awry: that of a nurse convicted of manslaughter in the medication death of an infant. It provides a powerful example of why the legal system is not the most appropriate to deal with such complex system failures and that, as healthcare organisations, we must approach such failures differently, providing mechanisms by which true organisational learning can result.

Lecture 4: Ethical safety leadership in healthcare. Monday 21st January 2008

Professor Dekker presents the dilemmas of creating a just culture and explores what the ideal systems for supporting both just culture and ethical safety leadership might look like within our healthcare organisations.

Lecture 5: Incident reporting and safety culture. Tuesday 22nd January 2008

Achieving a safety culture hinges in part on our ability to learn from failure. Professor Dekker will highlight how we must learn from failure if we are to build safe working cultures throughout healthcare. He will cover topics, such as: how documenting failure is not the same as learning from it; that investment in analytic capabilities is vital in the discovery of patterns of failure that offer levers for change; and that organizational trust and participation of people in change processes is critical.

Lecture 6: Reflections on the Alfred Hospital experience: what you might (not) want to know about yourself. Wednesday 23rd January 2008

In his final lecture, Professor Dekker will discuss aspects of his time working closely with staff in many clinical units during his trip to Melbourne. He will make suggestions for a pragmatic program for change at the Alfred and elsewhere.

Venue: All lectures will be held in the AMREP Seminar Room, Alfred Hospital, Commercial Rd, Prahran Melbourne 3004. For a detailed map of the lecture series location please go to: www.CREpatientsafety.org.au

Lecture time: All lectures: 4 - 6 pm. Refreshments will be provided.

Human Factors and Patient Safety Seminar and Lecture Series

REGISTRATION FORM

Please complete this form and fax to 03 9903 0181



Centre of
Research Excellence
in Patient Safety

COST (All prices are per person and GST inclusive)

- | | | |
|--------------------------|--|-----------|
| <input type="checkbox"/> | Seminar only
Human Factors and Patient Safety. Thursday December 6th 2007 | \$500.00 |
| <input type="checkbox"/> | Lecture Series
Lecture 1: Why do errors in healthcare happen? Monday, December 10th 2007 | \$100.00 |
| <input type="checkbox"/> | Lecture 2: Folk models and accident models. Tuesday, December 11th 2007 | \$100.00 |
| <input type="checkbox"/> | Lecture 3: When medical error becomes a crime. Wednesday, December 12th 2007 | \$100.00 |
| <input type="checkbox"/> | Lecture 4: Ethical safety leadership in healthcare. Monday, January 21st 2008 | \$100.00 |
| <input type="checkbox"/> | Lecture 5: Incident reporting and safety culture. Tuesday, 22nd January 2008 | \$100.00 |
| <input type="checkbox"/> | Lecture 6: Reflections on the Alfred Hospital experience: what you might (not) want to know about yourself. Wednesday, 23rd January 2008 | \$100.00 |
| <input type="checkbox"/> | Seminar and complete lecture series | \$1000.00 |

Total payment due: _____

Payment can be made by cheque payable to Monash University, or by credit card. Cheque payments must be forwarded independent of any other payments. A copy of your registration must be included with your payment. (You will be notified by email within 10 working days of receipt of registration)

Please send cheques to - CRE Patient Safety Seminar, Department of Epidemiology & Preventive Medicine, Monash University, Alfred Hospital, Melbourne 3004

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