

Practical Human Factors

Friday 18th November 2011

About the seminar:

Safety, efficiency and effectiveness are achieved when we recognise our inherent human limitations and take advantage of the benefits of human capabilities.

Human factors is a scientific discipline that utilises the expertise of anthropologists, engineers, psychologists and social scientists to understand the interactions between people, technology and their working environment. Human factors provides proven techniques to help the design and re-design of whole systems, organisations, teams and individuals to improve performance.

This seminar will provide a practical overview for health professionals to understand the role of human factors for improving patient safety. Experts from human factors and clinical research fields will present in four separate sessions covering design, culture, team and individual influences on patient safety.

The principles of human factors will be examined in plain language as the seminar explores the opportunities and challenges for its practical application in clinical practice. The seminar will also draw on the tools and techniques from high-risk industries, e.g. aviation, power generation.

Who should attend:

This seminar is aimed at all health professionals with an interest in patient safety: clinicians, executives and safety, risk and quality managers. The principles of human factors will be examined in plain language as the seminar explores the opportunities and challenges for its practical application in clinical environments.

Venue: State Library of Victoria, Village Roadshow Theatre, Entry 3 (Conference Centre entrance), 179 La Trobe Street, Melbourne Vic 3000.

Seminar date: Friday 18th November, 2011

Seminar time: 8:45am - 5:00pm
(Registration opens at 8:15am)

Cost:

\$195 per person (incl. of GST) - Full fee

\$180 per person (incl. of GST) - Organisation fee
(3+ delegates)

\$165 per person (incl. of GST) - Monash Uni Staff & Students

\$125 per person (incl. of GST) - SPHPM staff

Further venue details, accommodation and parking information can be found on our website at:
www.crepatientsafety.org.au

Enquiries to Catherine Pound on +61 3 9903 0891 or
catherine.pound@monash.edu



Speaker and Facilitator details

(in order of appearance)

Dr Shelly Jeffcott is a Senior Research Fellow at Monash University. Shelly's research has focused on links between organisational dynamics and culture in industries like healthcare and railways. Her work investigates people's perceptions and attitudes toward safety and team working, with the aim of designing interventions that are better matched to real work and likely to be successful and sustainable. She has particular interests in human behaviour, decision making, culture and both system risk and resilience.

Ms Susan Harrison is General Manager at the Australian Centre for Health Innovation. Susan has considerable experience in private health in operations, logistics and process modelling. She has been involved in IT implementation and its use in improving productivity, prosthesis management, facilities management and supply chain logistics. Susan's interest is in the practical use and leveraging of IT resource to help address health care demand in preventative health, communication, and patient management.

Ms Jo Main is a Transfusion Nurse Consultant at the Peter MacCallum Cancer Centre. Jo has extensive experience managing the care of paediatric patients. Her previous role, as the Paediatric Clinical Nurse Coordinator for Victoria, coordinated the clinical care for all children requiring radiotherapy as part of their cancer treatment. Jo has been involved in the application Failure Mode and Effect Analysis in the prevention of transfusion errors at Peter Mac, which she has presented nationally and internationally.

Ms Melita van de Vreede is Deputy Director of Pharmacy at Eastern Health. Melita is an experienced pharmacist who worked initially in community pharmacy and has been in hospitals since 1990, as a clinical pharmacist, conducting medication reviews for patients in nursing homes and in Quality use of medicines since 2001. She is currently Associate Director of Pharmacy (Quality Use of Medicines) at Eastern Health.

(continued overleaf)



Practical Human Factors

Friday 18th November 2011

Speaker profiles

Dr Liam Chadwick is a Research Fellow, Critical Care Division at Monash University. Liam's research has focused on the application of systems engineering and human factors methods in health care. His previous work analysed technology utilisation in radiotherapy treatment processes and the potential implications of system failures and human errors on patient treatment. He is currently analysing decision-making and team work in transfusion practices in trauma, ICU and elective orthopaedic surgery.

Assistant Professor Jason Stein is a Hospitalist at Emory University, Atlanta. Jason is the Associate Vice Chair for Quality in the Department of Medicine at Emory University School of Medicine in Atlanta, Georgia. Jason has developed hospital care improvement strategies which have been incorporated into position papers published in the US and UK. His research focuses on improving the quality, reliability, and patient-centeredness of hospital care by combining teamwork structures with health IT to create high-functioning frontline teams.

Dr Julia Pitsopoulos is Manager Human Factors at Jetstar Airways and is responsible for the integration of human factors within the safety management system across the business. Julia has worked as a human factors specialist across a range of safety critical industries including aviation and rail. Prior to this, she was a Director of Human Factors Risk Management (HFRM), a consultancy she established in London, UK which also has offices in Melbourne, Australia.

Professor Penelope Sanderson is Professor of Cognitive Engineering and Human Factors at The University of Queensland. Penny is an expert in the area of cognitive systems engineering. Her specific focus is developing theories and methods that help us deliver better support for people's cognitive work in complex dynamic work domains. Penny's research focuses on human interaction within complex systems, with specific interests on human-system integration in power generation, air traffic control, defence, and critical care medicine.

Professor Rinaldo Bellomo is Director of Intensive Care Research at Austin Hospital. Professor Bellomo is the Co-Director of the Australia New Zealand Intensive Care – Research Committee. He has strong research interests in renal disease, intensive care medicine, rapid-response systems, medical emergency teams and prediction models for deteriorating patients. Rinaldo has been involved in the design, execution, supervision and publication of large randomised control trials.

Associate Professor Simon Cooper is Head of Berwick Campus School of Nursing and Midwifery Nursing, at Monash University. A/Professor Cooper is a registered nurse with a management degree, masters in education and PhD in resuscitation leadership. His research interests focus upon the first hour of acute care, leadership, teamwork and education. This includes resuscitation survival prediction models, emergency care practitioner studies, inter-professional education, team and leadership performance, simulation and patient deterioration studies.

Dr Tim Gray is Associate Director of Simulation Education at the Australian Centre for Health Innovation. Tim is the retrieval coordinator for Adult Retrieval Victoria and has 12 years of experience in the development and running of interdisciplinary simulation based healthcare education programs. He has a particular interest in critical care education and rural/regional trauma, remote clinician critical care telemedicine support and interdisciplinary trauma team training.

Dr Stuart Marshall is Specialist Anaesthetist and Simulation Researcher at Monash Medical Centre. Stuart is a consultant anaesthetist who also teaches and researches teamwork skills at the Southern Health Simulation Centre. He has a Masters degree in Human Factors and is currently undertaking a PhD with the University of Queensland's Cognitive Engineering Research Group into the effect of cognitive aids on teams during medical emergencies.

Professor Joseph Ibrahim is a consultant physician in geriatric medicine and health services researcher with a principal interest in quality of care, patient safety, and the effects of extreme hot weather on the health of older persons, and is co-author of the Victorian Department of Health (Aged Care Branch) publication "Residential Aged Care Services Heatwave Ready Resource". He is an Associate Director of the Centre of Research Excellence in Patient Safety, in the Department of Epidemiology and Preventive Medicine, Monash University, and Clinical Director of Subacute Services at the Ballarat Health Service.

Dr Tracey Sletten is a Research Fellow, School of Psychology and Psychiatry at Monash University. Tracey's research has evaluated sleep/wake behaviour and performance consequences of occupational fatigue in shift working populations including commercial long-haul flight crew and urban train engineers. Further to research, Tracey has consulted with industry, conducting training and education, analysing work shifts and conducting fatigue assessments for numerous transportation and emergency services operations within Australia.

Dr Christopher Jones is a Research Fellow, Prevention Research Unit at the Department of Forensic Medicine. Chris has a background in psychology and law. He worked at the National Transport Commission during the implementation of the recent heavy vehicle fatigue law reform, and has been investigating prevention initiatives for work related fatalities while at the Department of Forensic Medicine.



Practical Human Factors

Friday 18th November 2011

Time	Speaker	Organisation	Area covered
0815		REGISTRATION	
0845	Dr Shelly Jeffcott		Overview
Session 1:	System		Facilitator: Ms Susan Harrison
0900 - 0930	Ms Jo Main	Peter Mac Cancer Centre	Applying an engineering-based risk tool in transfusion medicine
0930 - 1000	Ms Melita van de Vreede	Eastern Health	Technology innovation in medication: What works and what doesn't
1000 - 1030	Dr Liam Chadwick	Monash University	Proactive analysis of system vulnerabilities: Adapting into health
1030 - 1040	Questions to speakers		
1040 - 1055		MORNING TEA (15 minutes)	
Session 2:	Organisation		Facilitator: Assistant Prof Jason Stein
1055 - 1130	Dr Julia Pitsopoulos	Jetstar	Human factors in aviation: Beyond the cockpit
1130 - 1200	Prof Penny Sanderson	The University of Queensland	Human factors in healthcare: Research challenges
1200 - 1230	Prof Rinaldo Bellomo	Austin Hospital	What do doctors think of human factors?
1230 - 1240	Questions to speakers		
1240 - 1325		LUNCH (45 minutes)	
Session 3:	Teams		Facilitator: Prof Simon Cooper
1325 - 1400	Dr Tim Gray	Australian Centre for Health Innovation	Simulation training for the frontline
1400 - 1430	Dr Stuart Marshall	Southern Health Simulation Centre	Teaching team skills: Current practice and future directions
1430 - 1500	Dr Shelly Jeffcott	Monash University	Resilience and the non-responding patient
1500 - 1510	Questions to speakers		
1510 - 1525		AFTERNOON TEA (15 minutes)	
Session 4:	Individual		Facilitator: Prof Joseph Ibrahim
1525 - 1600	Dr Tracey Sletten	Monash University	Sleep, cognitive performance and circadian rhythms
1600 - 1630	Dr Chris Jones	Victorian Institute of Forensic Medicine	Fatigue and performance: Legal implications
1630 - 1700	Chair: Prof Joseph Ibrahim	Monash University	Implementing human factors in practice - Audience discussion
1700	CLOSE		



Practical Human Factors

Friday 18th November 2011

REGISTRATION FORM

This is a two-step process:



Centre of
Research Excellence
in Patient Safety

1. **Registration** - Please email registration information (via attached pdf or within an email) to: catherine.pound@monash.edu.

2. **Payment** - Pay online with credit card by visiting <http://ecommerce.med.monash.edu.au/default.asp?c=61938> (NB: this is a hyperlinked web address). You can search for "human" in the top left or click on the seminars link on the left to find the item. You will automatically receive a tax invoice/receipt. Cheques will not be accepted.

NB: The registration process is complete once payment has been received and a registration confirmation email has been sent to you.

Terms and Conditions

Refunds will not be given if inability to attend is advised the day prior to the seminar. Requests for refunds at any other time will be considered on an individual basis. Please note, a colleague is always welcome to attend in your place.

COST: (please tick or mark the appropriate box)

	\$195 per person (incl. of GST)	Full fee
	\$180 per person (incl. of GST)	Organisation fee for 3 plus delegates (All 3 delegates must register at the same time to receive this discount)
	\$165 per person (incl. of GST)	Monash University Staff & Students Student ID # (Please contact Catherine for payment)
	\$125 per person (incl. of GST)	SPHPM Staff (Please contact Catherine for payment)

DELEGATE DETAIL/S:

Delegate 1

Title Other	Dr / Mr / Mrs / Miss	First name	Surname
Phone		Email	
Position		Organisation	

Delegate 2

Title Other	Dr / Mr / Mrs / Miss	First name	Surname
Phone		Email	
Position		Organisation	

Delegate 3

Title Other	Dr / Mr / Mrs / Miss	First name	Surname
Phone		Email	
Position		Organisation	

Enquiries and forms to Catherine Pound:
Email: catherine.pound@monash.edu / Ph: 03 9903 0891