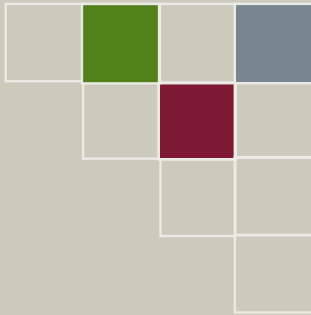




3rd International Conference



Healthcare Systems Ergonomics and Patient Safety 2011

**An alliance between
professionals and citizens
for patient safety
and quality of life**

Healthcare systems ergonomics
for hospitals and communities

June 22-24, 2011

Oviedo, Spain

**Principe Felipe
Convention Centre**

Preliminary Programme

www.heps2011.org

ENDORSEMENTS



Asociación Asturiana de Ergonomía – Spain



Agency for Healthcare Research and Quality – USA



Asociación de Calidad Asistencial
del Principado de Asturias – Spain



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GENERAL INFORMATION

Congress Venue and Dates



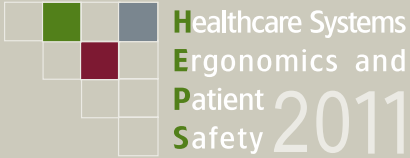
The Congress will take place at the Principe Felipe Congress Center, in Oviedo (Spain), from June 22nd to June 24th, 2011.



CME Accreditation

The conference's scientific program will be submitted to the EACCME (European Accreditation Council for Continuing Medical Education), the institution of the European Union of Medical Specialists (UEMS):

ECM credits will also be requested for Italian participants.



STEERING COMMITTEE

Sebastiano Bagnara, Italy

Marie-Catherine Beuscart-Zéphyr, France

Pascale Carayon, USA

Richard Cook, USA

Pierre Falzon, France

Richard Goossens, The Netherlands

Kerm Henriksen, USA

Kenji Itoh, Japan

Riccardo Tartaglia, Italy

Charles Vincent, UK

Robert Wears, USA

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SCIENTIFIC COMMITTEE

- **Jesus María Aranaz Ostáriz** (Universidad San Juan de Alicante, Spain)
- **Liam Bannon** (University of Limerick, EIRE)
- **Lina Bonapace** (Ergosolutions, Canada)
- **Peter Buckle** (EIHMS University of Surrey, Guildford, UK)
- **Ken Catchpole** (University of Oxford – QualityReliability, Safety and Teamwork unit – Nuffild Dptm of Surgical Sciences, UK)
- **Gillian Crampton Smith** (IUAV University of Venice, Italy)
- **Yoel Donchin** (Hadassah Hebrew University Hospital, Jerusalem, Israel)
- **Judy Edworthy** (University of Plymouth, UK)
- **Madeleine Estryn Behar** (AP-HP. Service Central de Médecine du Travail, Ergonomics Laboratory, Paris, France)
- **Franco Filippini** (SISQT Italian Society for Safety and Quality in Transplant, Italy)
- **Wolfgang Friesdorf** (Technical University Berlin, Germany)
- **Andrea Gardini** (Italian Society for Quality of Health Care, Italy)
- **Valentina Hafner** (WHO Regional Office for Europe, Copenhagen, Denmark)
- **Phillipp Hassen** (Canadian Patient Safety Institute, Edmonton, AB, Canada)
- **Steven Hecker** (University of Washington, Seattle, WA, USA)
- **Erik Hollnagel** (École des Mines de Paris – Centre for Research in Risk and Crises, Sophia Antipolis cedex, France)
- **Allen Hutchinson** (University of Sheffield – SchARR, Sheffield, UK)
- **Waldemar Karwowski** (University of Central Florida, Orlando, FL)
- **Sharon Kleefield** (Harvard Medical International, Healthcare Quality – Harvard Medical School, Boston, MA, USA)

- **Basia Kutryba** (ESQH; NCQA – Poland)
- **Itziar Larizgoitia** (World Health Organization, Patient Safety Geneva, Switzerland)
- **Joan Carles March Cerdà** (Andalusian School of Public Health – University of Granada, Spain)
- **Nicolas Marmaras** (National Technical University of Athens, School of Mechanical Engineering, Greece)
- **Rafael Matesanz** (ONT Spanish National Transplants Organization, Spain)
- **Pedro Mondelo** (Universitat politecnica de Catalunya, Spain)
- **Anne Sophie Nyssen** (Université de Liège, Belgium)
- **Enrico Occhipinti** (Foundation Policlinico Ca' Granda, Milan, Italy)
- **Beth Lilja Pedersen** (Danish Society for Patient Safety, Hvidovre, Denmark)
- **Stavros Prineas** (ERROMED, New South Wales, Australia)
- **Yogesh Tadwalkar** (Ergonomics Society of Singapore, Singapore)
- **Tjerk W. Van Der Shaaf** (Hasselt University, Dept of Business Economics, Patient Safety Group, Diepenbeek, Belgium)
- **Louise Whitby** (Human Factors and Ergonomics Society of Australia – Special Interest Group in Healthcare Ergonomics, Baulkham Hills, Australia)

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ASSOCIATED SCIENTIFIC SOCIETIES AND INSTITUTIONS

In cooperation with:

AAROI – Associazione Anestesiisti Rianimatori Ospedalieri Italiani, Italy

AIC – Italian Clinical Engineer Association, Italy

ANIARTI – Italian Critical Care Nurses, Italy

ANMDO – Associazione Nazionale dei Medici delle Direzioni Ospedaliere, Italy

Cittadinanza attiva, Italian Patient Association, Italy

FISM – Italian Federation of Medical Scientific Societies, Italy

FNOMCeO – Federazione Italiana Ordine dei Medici-Chirurghi e Odontoiatri, Italy

Gutenberg s.r.l., Italy

Harvard Medical International, USA

HFES – Human Factors and Ergonomics Society, USA

IPASVI – Italian National Federation of Nurses, Italy

Institute of Ergonomics an Human Factors – UK

ISQua – International Society for Quality in Healthcare

Joint Commission International, Europe Office

Mario Negri Institute for Pharmacological Research – Italy

S. Anna School of Advanced Studies of Pisa – Italy

SIFO – Società italiana Farmacisti Ospedalieri – Italy

SIRM – Italian Association of Medical Radiology – Italy

SISQT – Società Italiana Sicurezza e Qualità Trapianti – Italy

Tuscany Critical Care Group – Italy

University of Stavanger – Norway

SCIENTIFIC PROGRAM

Wednesday, June 22nd

8.00 Registration

9.00-11.00 PLENARY SESSIONS

9.00-10.00 Opening Ceremony

Main lectures

Chairs > Sebastiano Bagnara (Italy), Pascale Carayon (USA)

Discussant > Patient champion, Margaret Murphy_(EIRE)

10.00 Healthcare and Patient Safety: How Human Factors and Ergonomic must help

James P. Bagian (USA)

10.30 Research in Patient Safety

Jesus Maria Aranaz Andres (Spain)

11.00-11.30 Break

11.30-13.30 PARALLEL SESSIONS

A22.1 SYSTEM RELIABILITY AND PATIENT SAFETY

B22.1 HEALTHCARE AND ERGONOMICS

C22.1 COGNITIVE PROCESSES AND DECISION MAKING IN CLINICAL TERMS

D22.1 PATIENT HANDLING ERGONOMICS AND MUSCOLOSKELETAL DISORDERS

E.22.1 ERROR MANAGEMENT AND BEYOND IN HEALTHCARE

13.30-14.30 Lunch Break

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14.30 - 16.30 PARALLEL SESSIONS

A22.2 SYSTEM RELIABILITY, LITIGATION AND RESILIENCE

B22.2 PATIENT'S PARTICIPATION

C22.2 PATIENT SAFETY IN CRITICAL SETTINGS

D22.2 DESIGN AND USABILITY OF BIOMEDICAL DEVICES

E22.2 WORKSHOP 1: Human Factors

17.00 - 18.00 PLENARY SESSIONS

Main Lectures

Chairs > Madeleine Estryng-Behar (France), Basia Kutryba (Poland)

Discussant > Patient champion, Maryann Napoli (USA)

17.00 Modelling error recovery (what factors prevent initial errors to actually reach and hurt patients ?)

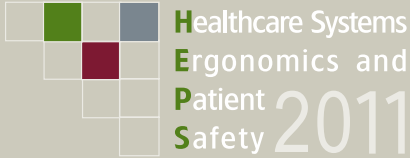
Tjerk Van der Schaaf (Netherlands)

17.30 Delivering compassionate health care and patient safety through strategic Ergonomic Interventions

Andrew Imada (USA)

18.00

Welcome Cocktail



Healthcare Systems
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Patient Safety 2011

A22.1 SYSTEM RELIABILITY AND PATIENT SAFETY

Chair > Marijke Melles, (Netherlands)

Discussant > Patient champion, Godwin Aja, (Nigeria)

- 11.30** Patient participation to patient safety in radiotherapy: Reality or Necessity?
Adeline Pernet, Vanina Mollo (France)
- 11.45** Tools for Measuring Human Factors in Patient Safety: A practical approach
Carmen Audera Lopez, Itziar Larizgoitia, Nittita Prasopa-Plaizier, Rhona Flin, Gerald Dziekan (WHO Patient Safety on behalf of the WHO Patient Safety Methods & Measures working group, WHO)
- 12.00** Diagnostic and operative procedures for digestive endoscopy. Risk management.
Elisabetta Magnelli, Riccardo Naspetti, Lea Magistri, Patrizia Salvadori, Massimo Silvestri (Italy)
- 12.15** Monitoring and assessment of safety barriers in the surgical process through checklist data analysis.
Francesco Lorenzi, Anna Levati, Luciana Bevilacqua, Paolo Trucco, (Italy)
- 12.30** Step up in controlling the operating room total process time: the use of a personal digital assistant
Matteo Buccioli, Vanni Agnoletti, Donata Dal Monte, Patrizia Grementieri, Ruggero Corso, Stefano Maitan, Raffaella Signani, Giorgio Gambale (Italy)
- 12.45** Quality of shift handover and subsequent interruptions during work post Relation with quality of care
Madeleine Estryng-Behar, Giuliana Milanini-Magny, Elise Chaumon, H el ene Deslandes, Clementine Fry, Frederic Garcia, Anne-Emilie Ravache (France)

13.00-13.30 Discussion

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B22.1 HEALTHCARE AND ERGONOMICS

Chair > Francesco Venneri, (Italy)

Discussant: Patient champion > Maryann Napoli, (Usa)

11.30 Medication management and communication across roles
Charlene Weir, Ginette Pepper, Kristina Dooing-Harris, (Usa)

11.45 Validation of an adaptation of the ICPS framework for classifying
adverse events
*Henning B. Andersen, Kim Lyngby Mikkelsen, Jacob
Thommesen* (Denmark)

12.00 Promoting quality and safety in the Tuscany Region: the new
accreditation system and the best practices for clinical risk
management
*Sara Albolino, Giulio Toccafondi, Anna Bonini, Riccardo
Tartaglia* (Italy)

12.15 Measuring quality and safety in Norwegian health care – time for a
change?
Siri Wiig, Stig Harthug, Christian von Plessen, Susan Burnett
(Norway)

12.30 System of health technology assessment in the Republic of
Kazakhstan as a tool for patient safety
Temirkhan Kulkhan, Bekzada Smagulova (Kazakhstan)

12.45 Electronic Patient Recod: the new computerized management in
Vascular Surgery
*L. Ercolini, A. Molisso, S. Michelagnoli, A. Ricci, V. Lucchetti,
L. Volpi, G. Salvadorini, S. Morini, T. Bulloni* (Italy)

13.00-13.30 Discussion

C22.1 COGNITIVE PROCESSES AND DECISION MAKING IN CLINICAL TERMS

Chair > *Janet Anderson* (UK)

11.30 Case-study about risk factors for retained surgical foreign bodies and its variables: Discrepancy, Turnover and loss of attention; a nurses experience
Angela Ortolani, Antonio Chiappetta (Italy)

11.45 Information provision and decision aids for diagnosis in clinical pathways
David Keane, Michael Craven, Sarah Sharples (UK)

12.00 The Operating of the Future Ensuring High Quality Care through Enhanced Neuro-Critical Care Team Communication Improving Medical Teams & their Decision Making Capabilities through the use of Advanced Telemedicine Communication Devices How Remote Telepresence devices and other technologies in Neuro and other Critical Care settings fit the aviation safety model.
Kenneth P. Green (USA)

12.15 Resilience's resources in pediatric anesthesia
Lucie Cuvelier, Jean Claude Granry, Gilles Orliaguet, Marie Christine Moll, Thomas Baugnon, Pierre Falzon (France)

12.30 A day in life of a tele-Intensive Care Unit nurse
Peter Hoonakker, Adjhaporn Khunlertkit, Kerry Mcguire, Pascale Carayon, Doug Wiegmann, Ken Wood (USA)

13.00-13.30 Discussion

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D22.1 PATIENT HANDLING ERGONOMICS AND MUSCOLOSKELETAL DISORDERS

SPECIAL SESSION: ISO standard (ISO TR 12296). "Ergonomics – manual handling of people in the healthcare sector"

Chair > Enrico Occhipinti (Italy)

11.30 General structure of the Technical Report ISO 12296
Enrico Occhipinti (Italy)

11.50 Annex A on risk assessment methods
Natale Battevi (Italy)

12.10 Annexes B and F on organizational aspects and effectiveness
check procedures
Mike Fray

12.30 Annex C on aids and equipment
Elly Waaijer

12.50 Annex D on Buildings and Environment
Sue Hignett

13.10 Annex E on Staff Education and Training
Leena Tamminen-Peter

E.22.1 ERROR MANAGEMENT AND BEYOND IN HEALTHCARE

Chair > Tommaso Bellandi (Italy)

Discussant > Patient champion, Margaret Murphy (EIRE)

11.30 Error Taxonomy for Hemodialysis Incidents: Analysis and Assessment of Safety-related Issues in Dialysis Facilities
Gu Xiuzhu, Tadashi Ito, Kenji Itoh (Japan)

11.45 Study of adverse events by reviewing the medical records: the experience of the University Hospital of Verona
Stefano Tardivo, Tamara Zerman, Giulia Vadalà, Claudio Coppo, Diana Pascu, Gabriele Romano (Italy)

12.00 The Regional Counselling Cancer Centre: the Trial of useful Service for Citizens to report adverse events suffered in the clinical care path
Olivia Stanzani, Filippo Martellacci, Luca Pianigiani, Patrizia Fistesmaire (Italy)

12.15 Medication Safety in Pregnancy and Play of Colors
George Gegeleshvili, Beso Tkeshelashvili, Maia Tskitishvili (Georgia)

12.30 Scorecards: a method to prevent Adverse Drug Events?
Romarc Marcilly, Werner Hackl, Marie-Catherine Beuscart-Zephir, Sylvia Pelayo (France)

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A22.2 SYSTEM RELIABILITY, LITIGATION AND RESILIENCE

Chair > Sara Albolino (Italy)

Discussant > Patient champion > Sara Yaron (Israel)

14.30 Collective elaboration of care for safety in radiotherapy:
cooperative management of patient variability
Maria Isabel Munoz, Flore Barcellini, Vanina Mollo (France)

14.45 Methods of assessing patient safety in health care organization
Republic of Kazakhstan
*Gylmira Ermakhanova, Marzhangyl Zejtyn, Temirkhan Kulkhan,
Margarita Graf* (Kazakhstan)

15.15 Development and initial validation of the Child Participation,
Performance Skills and Environmental Restriction Questionnaires
Navah Ratzon (Israel)

15.30 No insurances, no safety? The project of the direct management of
claims in the Tuscany Region
Giacomo Borsari, Raffaella Giardiello (Italy)

15.45 Characterization of non-technical social skills in pediatric cardiac
surgery
Raquel Santos, José Fragata (Portugal)

16.00 -16.30 Discussion

B22.2 PATIENT'S PARTICIPATION

Chair > Sue Hignett, UK

Discussant > Patient champion, [Maryann Napoli](#) (USA)

- 14.30** Work System Barriers and Facilitators to Family Engagement in Rounds in a Pediatric Hospital
[Pascale Carayon](#), [Lori L. DuBenske](#), [Brenna C. McCabe](#), [Bret Shaw](#), [Martha E. Gaines](#), [Michelle M. Kelly](#), [Jason Orne](#), [Elizabeth D. Cox](#) (USA)
- 14.45** Rare Diseases and Patients Associations Websites: Informative and affective virtual places for bidirectional communication exchange.
[Maria Cristina Caratozzolo](#), [Enrica Marchigiani](#), [Oronzo Parlangei](#), [Margherita Bracci](#), [Serena Palmieri](#) (Italy)
- 15.00** Medicine based on resources: an experience from an Italian medical team in a Bengali Hospital
[Serafina Ardizzone](#), [Gruppo F.Vaccarella](#) -[R.Vitale](#)-[M.Vitale](#)-[S.Ardizzone](#)-[A.M.Guddo](#)-[S.Chiodi](#) - [C.Carlini](#) - [E.Orecchia](#) (Italy)
- 15.15** Self management of Type II diabetes: the role of blood glucose monitoring.
[Michael P Craven](#), [Jennifer L Martin](#), [Alexandra R Lang](#), [Sarah Sharples](#) (UK)
- 15.30** The operating theatre team in multidisciplinary sectors at the University Teaching Hospital of Careggi (AOUC). A training project on non-technical skills.
[Laura Belloni](#), [Marta Debolini](#), [Elisabetta Magnelli](#), [Francesca Bonechi](#) (Italy)
- 15.45** The Influence of Visual Working Memory on Mahjong and Its Video Game Version Leisure Activities for the Elderly
[Fang-Lin Lin](#), [Tai-Yen Hsu](#), [Chih-Lin Chang](#), [I-Ting Huang](#) (Taiwan, ROC)

16.00 -16.30 Discussion

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C22.2 PATIENT SAFETY IN CRITICAL SETTINGS

Chair > *Karina Aase* (Norway)

14.30 Layperson and Nurse Performance Using Two Automated External Defibrillators

Nicole Percival, *Jeff Caird* (Canada)

14.45 Exploring Safe Work Practices In Surgical Operations – The Role of Time, Operation, And Surgeon

Sindre Høyland (Norway)

15.00 Surgical Safety Checklists: An experimental model in Tuscany Healthcare Service

Francesco Venneri (Italy)

15.15 Mews Anesthesia Team (MAT): a project for in-hospital patients safety

Roberto Oggioni, Laura Tadini Buoninsegni, Chiara Rosati, Giuseppe Iannello, Francesco Venneri (Italy)

15.30 X-ray active failures: behind technicians errors

Florentino Serranheira, *José Proença* (Portugal)

16.00 -16.30 Discussion

D22.2 DESIGN AND USABILITY OF BIOMEDICAL DEVICES

Chair > Peter Buckle, UK

Discussant > Patient champion, Mingming Zhang (China, PR)

14.30 Counting Method of infrared surgical Sponges to avoid human errors in or, ICU and ER

Angelo Chiappetta, Angela Ortolani (Italy)

14.45 Compatibility in multiplicity: towards a complex understanding of medical devices use

Karen Lange Morales, Sinja Röbig, Ralph Bruder (Germany)

15.00 Issues in the Implementation of the EN 62366-2007 Standard for Medical Devices' Usability and Safety: a Case Study

Sabrina Bras Da Costa, Sylvia Pelayo, J. M. Christian Bastien, Mathieu Jeanne, Marie-Catherine Beuscart-Zéphir (France)

15.15 Designing medical devices: the integrated patient medical record case history

Tartaglia Riccardo, Michela Tanzini, Ranzani Francesco (Italy)

15.30 Designing user-friendly, usable healthcare documentation

Marie-Louise Flacke (France)

15.45

16.00 - 16.30 Discussion

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E22.2 **WORKSHOP 1** **Human Factors**

14.30 – 16.30 Safety Critical Communication
Stavros Prineas (Australia)

Duration: 2 hours

Minimum 20 – Maximum 50 Persons

Price per person: Euro 80,00

Thursady, June 23rd

09.00 - 11.00 PLENARY SESSIONS

09.00 -10.30 Main Lectures

Chairs > Wolfgang Friesdorf (Germany), Allen Hutchinson (UK)
Discussant > Patient champion, Mingming Zhang (China PR)

9.00 Rule-based safety vs adaptive safety: an articulation issue
Pierre Falzon (France)

9.30 TBC
Basia Kutryba (Poland)

10.00 Why healthcare leaders need to endorse clinical risk management? Few key messages
Riccardo Tartaglia, Giulio Toccafondi (Italy)

10.30 -11.00 HEPS MADNESS! (a short blast of poster presentations)

11.00 -11.30 Break

11.30 -13.30 PARALLEL SESSIONS

A23.1 ORGANIZATIONAL CULTURE/CLIMATE AND PATIENT SAFETY

B23.1 ORGANIZATIONAL MDESIGN AND MEDICAL PERFORMANCES

C23.1 PATIENT FALLS, CARE IN HOSPITAL AND OUTPATIENTS SETTINGS

D23.1 DESIGNING USER-FRIENDLY, USABLE HEALTHCARE DOCUMENTATION

E23.1 PATIENT HANDLING INTERVENTIONS AND ENVIRONMENTAL ERGONOMICS

13.30-14.30 Lunch Break

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14.30 - 16.30 PARALLEL SESSIONS

A23.2 SAFETY BY DESIGN

B23.2 SAFETY ISSUES IN HEALTHCARE INFORMATION

**C23.2 INFECTION CONTROL AND MAINTENANCE OF
BIOMEDICAL**

D23.2 OCCUPATIONAL STRESS IN HEALTHCARE WORKERS

E23.2 PATIENT SAFETY CULTURE

WORKSHOP 2: Human Factors, Incident Analysis

16.30 - 17.00 Break

17.00 - 18.00 PLENARY SESSIONS

Main Lectures

Chairs > Marie-Catherine Beauscart-Zephir (France), Louise Whitby (Australia)

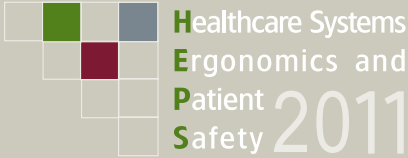
Discussant > Patient champion, Sara Yaron (Israel)

17.00 Human Factors and Ergonomics Safety: That was then, this is now

Ken Catchpole, Mohammed Hadi, Lauren Morgan, Sharon Pickering, Eleanor Robertson, Steve New, Peter McCulloch (UK)

17.30 WHO Patient Safety Checklists: Tools to improve the Safety in Health Care

Gerald Dziekan (WHO)



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- A23.1 ORGANIZATIONAL CULTURE/CLIMATE AND PATIENTR SAFETY**
Chair > Georger Gegelashvili (Georgia)
Discussant > Patient champion, Godwin Aja (Nigeria)
- 11.30** Surgical checklist : why the surgical team don't like it?
Giovanna Paggi, Silvia Galli, Marcella Gostinelli, Leonardo Paroli, Marco Romanelli, Andrea Vannucci (Italy)
- 11.45** Does Incident Reporting Rate Indicate Risk or Safety in Healthcare? Implications from Correlations with Safety Climate Scores
Kenji Itoh (Japan)
- 12.00** A framework for managing Patient Safety as an organisational phenomenon
Luigi Macchi, Teemu Reiman, Elina Pietikäinen, Pia Oedewald (Finland)
- 12.15** The reorganization of the surgery department on the care-focused hospital model
Maddalena Quintili, Patrizia Chierchini, Maria Vescia, Giorgio Pasquini, Giancarlo Cannella, Umbertina Tomassetti, Alessandra Petrarolo, Cesira Fazi, Carmine Piesco (Italy)
- 12.30** To learn from each other thus strengthening the capacity of the whole healthcare system: the case of the Italian Observatory on Good Practices for Patient Safety
Giovanni Caracci, Barbara Labella, Quinto Tozzi, Vanda Raho (Italy)
- 12.45** Different Culture, Different Problems? Exploring the Perspectives and Viewpoints of Staff on the Medical Environments in Different Cultures
Hesham El Marsafawy (Egypt)
- 13.00** Diet habits in shiftworkers: a project for a balanced diet
Manfredi Montalti, Francesco Soffi, Vincenzo Cupelli, Alessandro Casini, Giulio Arcangeli (Italy)
- 13.15-13.30 Discussion**

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B23.1 ORGANIZATIONAL MDESIGN AND MEDICAL PERFORMANCES

Chair > Peter Hoonakker (USA)

Discussant > Patient champion, Maryann Napoli (USA)

11.30 The Surgical Tool for Auditing Records (STAR), A novel tool for the assessment of the quality of surgical note keeping.

Hussein Tuffaha, Tarik Amer, Parveen Jayia, Niroshini Rajaretnam, Paul Ziprin, Colin Bicknell (UK)

11.45 Using macroergonomics for improving medical devices procurement at a healthcare institution

Karen Lange Morales, Gabriel García-Acosta, Martha Isabel Riaño Casallas (Germany)

12.00 Quality of life after major trauma: the experience of a 24 hours open Intensive Care Unit.

Maria Luisa Migliaccio, Monica Trevisan, Elisetta Vannini, Ilaria Balzi, Massimo Solaro, Giovanni Zagli, Manuela Bonizzoli, Adriano Peris (Italy)

12.15 E-Health Solutions for clinical risk Management: the Clinical Risk Control Rules (CRCR) Methodology and application

Francesco Lorenzi, Stefano Arici, Sally Atkinson, Mike Pinkerton, Paolo Trucco (Italy)

12.30 Standardised-FMECA (S-FMECA) method to support multi centric risk assessment: application in chemotherapy

Paolo Trucco, Michela Cavallin, Simona Amato, Marta Ciofi degli Atti (Italy)

12.45 Safety in Home Care For Unpaid Caregivers

Marilyn T Macdonald, Ariella Lang, Patricia Mckenna, Nathalie Blanchard, Emily Edwards (Canada)

13.00 -13.30 Discussion

C23.1 PATIENT FALLS, CARE IN HOSPITAL AND OUTPATIENTS SETTINGS

Chair > Pascale Carayon (USA)

Discussant > Patient champion, Mingming Zhang (China, PR)

11.30 An overnight bedrail audit in UK hospitals exploring the relationships between environmental factors and patient characteristics
Gina Sands, Sue Hignett, Paula Griffiths, Michael Fray, Penny Xanthopoulou (UK)

11.45 Assessing the risk of in-patient falls in acute hospitals: results of the study conducted in the Tuscany Regional Health Service
Tommaso Bellandi, Riccardo Tartaglia, Monica Simonetti, Stefania Rodella, Angela Brandi, Donatella Rizzini, Laura Rasero (Italy)

12.00 Working conditions and emotional strategies of home healthcare workers.
Corinne Van De Weerd, René Baratta (France)

12.15 A new framework for the design and adoption of home and patient-use medical devices
Jennifer L Martin (UK)

12.30 Addressing risk factors for transitional care of the elderly - literature review.
Kristin Laugaland Astveit, Karina Aase (Norway)

12.45 Risk factors in health services with multiple care providers
Merethe Rusdal, Karina Aase (Norway)

13.00 -13.30 Discussion

D23.1 DESIGNING USER-FRIENDLY, USABLE HEALTHCARE DOCUMENTATION

11.30-13.30 *Marie-Louise Flacke* (France)

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E23.1 PATIENT HANDLING INTERVENTIONS AND ENVIRONMENTAL ERGONOMICS

Chair > Sheng Wang (China, PR)

Discussant > Patient champion, Silvana Simi (Italy)

11.30 The evaluation of patient handling interventions in healthcare
Mike Fray, Sue Hignett (UK)

11.45 Musculoskeletal Disorders in Caregivers of Children with Cerebral Palsy Following Multilevel Surgery
Deepak Sharan, PS Ajeesh, Ranganathan Rameshkumar (India)

12.00 Musculoskeletal Diseases and potential risk factors among hospital personnel handling patients
Manuel Gutierrez, Jorge Monzó (Chile)

12.15 Patient Handling Risk Assessment: First steps applying «Intervention Evaluation Tool» in Portuguese Hospitals
Teresa Cotrim, Cláudia Francisco, Lidia Correia, Mike Fray, Sue Hignett (Portugal)

12.30 Signs “for All” in a Health Care Hospital: Design of a Enabling Communication System of Artifacts for the Interiors of a “key Unit” in a Hospital Clinic.
Giuseppe Di Bucchianico, Stefania Camplone, Stefano Picciani (Italy)

12.45 Aging at work in healthcare nursing
Neila Chaari, Irtyah Allagui-Merchaoui, Cherfeddine Amri, Lamia Bouzgarrou, M-A Henchi, Awatef Kraiem, Taoufik Khalfallah (Tunisia)

13.00 -13.30 Discussion

A23.2 SAFETY BY DESIGN

Chair > Gustavo Rosal (Spain)

Discussant > Patient champion, Sara Yaron (Israel)

14.30

Using the systems approach to design out medical error

Oliver Anderson, Beverley Norris, Jonathon West, Grace Davey, Andrea Brodie, Maria Kapsalis, Charles Vincent, George Hanna, Rajesh Aggarwal, Ed Matthews, Jeremy Myerson (DOME, UK)

14.45

Allowing free exploration of radiology images with tangible interaction devices to improve patient safety

Edit Varga, Adinda Freudenthal (Netherlands)

15.15

Paretcipa Salute: a research project and a training program tailored on consumers and patients

Paola Mosconi, Cinzia Colombo, Walter Villani, Alessandro Liberati, Roberto Satolli (Italy)

15.30

Itinerating trauma center unit (itcu): organizational model and operating technologically advanced form

Eugenio Gragnano (Italy)

15.45

16.00 - 16.30 Discussion

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B23.2 SAFETY ISSUES IN HEALTHCARE INFORMATION

Chair > Kenji Itoh (Japan)

- 14.30** Macro and Microergonomic Factors Governing the Sharing of Electronic Patient Information Across Organisational Boundaries: Findings from the UK
Patrick Waterson (UK)
- 14.45** Patient trust in health records systems and implications for outcomes at multiple levels of the work system
Enid Montague (USA)
- 15.00** Development of a Impact Assessment Model to support the adoption of e-Health for Safety in identifying Risks Against Patient Safety
Giovanni Radaelli, Emanuele Lettieri, Paolo Trucco (Italy)
- 15.15** EHR Acceptance by ICU Physicians and Nurses
Pascale Carayon, Randi Cartmill, Mary Ann Blosky, Roger Brown, Matthew Hackenberg, Peter Hoonakker, Ann Schoofs Hundt, Evan Norfolk, Tosha B. Wetterneck, James M. Walker (USA)
- 15.30** Drug alerts override from a human factors perspective
Peter Hoonakker, Tosha Wetterneck, Pascale Carayon, Randi Cartmill, Jim Walker (USA)
- 15.45** Implementing hit - problems and Challenges: a case study from a Turkish Hospital
Gulcin Yucel (Turkey)
- 16.00 -16.30 Discussion**

- C23.2 INFECTION CONTROL AND MAINTENANCE OF BIOMEDICAL**
Chair > Alessandro Ghirardini (Italy)
- 14.30** Determinants of hand hygiene compliance: physicians and nurses are not the same.
Vicki Erasmus, Pepijn van Empelen, Thea Daha, Jan Hendrik Richardus, Ewout Steyerberg, Margreet Vos, Ed van Beeck (Netherlands)
- 14.45** The implementation of WHO's Surgical Safety Check List in Grosseto (Italy) province hospitals
Marco Baldari, Gianluca Franci, Danilo Zuccherelli, Sergio Bovenga(Italy)
- 15.00** The safety and health of workers and patients in hospitals.
Maddalena Quintili, Giuseppe Viliani, Francesca Memè, Maria Vescia, Alessandra Candreva, Rosario Corradino, Valerio Sonnellini (Italy)
- 15.15** Comparing the usability and inter-rater reliability of a generic and a domain-specific medical error taxonomy.
Ibrahim Taib, Andrew McIntosh, Carlo Caponecchia, Melissa T. Baysari (Australia)
- 15.30** Addressing Patient Safety through Clinical Decision Support and Business Intelligence System
Nothando B Ngwenya, Jamie Coleman, Gochi Nwulu, David Westwood, James Hodson (UK)
- 15.45**
- 16.00 -16.30 Discussion**

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D23.2 OCCUPATIONAL STRESS IN HEALTHCARE WORKERS

Chair > Giuseppe Di Bucchianico (Italy)

14.30 Evaluation of work-related Psychosocial and ergonomics factors in relation to low back discomfort in emergency Unit nurses

Ehsan Habibi, Siamak Pourabdian, Azadeh Kianpour Atabak, Mohsen Mohsen Hoseini (Iran)

14.45 Stressors and workplaces – Perception of stressors by hospital nurses

Emilia Sacadura Leite, António Uva, Sancha Ferreira, Regina Rocha (Portugal)

15.00 Survey the Noise in the intensive care units of educational hospitals in Isfahan

Hossein Ali Yousefi Rizi, S. Abbasi, F Soltani, R Talakob (Iran)

15.15 Effect of night work Schedule on sleep and life quality's care in Staff in a Tunisian Hospital

Lamia Bouzguarrou, I. Merchaoui, A.Kraeim, M. A. Henchi, CH. Amri, N. Chaari, M.Akrout, T. Khalfallah (Tunisia)

15.30 A Study on the Foot Pressure Characteristics of Athletes in Different Sports

Fang-Ling Lin, Chih-Long Lin, Chih-Lin Chang (Taiwan, ROC)

15.45 Agent-based Planning and Evaluation of Working Times in Hospitals

Gert Zülch, Thilo Gamber, Robert Freytag (Germany)

16.00 - 16.30 Discussion

E23.2 PATIENT SAFETY CULTURE

Chair > Patrick Waterson, UK

Discussant > Patient champion, Sara Yaron (Israel)

Measuring Safety Climate in Healthcare: Current Evidence and Future Challenges

Allen Hutchinson, Patrick Waterson (UK)

Probing Deeper in Single Item Performance of the Hospital Survey on Patient Safety Climate using Item Response Theory

Jeanette Jackson (UK)

Cultural and methodological challenges in the use of patient safety climate questionnaires: a case Study from Saudi Arabia

Mamdooh Alonazi (UK)

Hospital Survey on patient Safety Culture: Psychometric Analysis

Susan F. Gearhart (USA)

WORKSHOP 2 Human Factors, Incident Analysis

Duration: 2 hours

Minimum 20 - Maximum 50 Persons

Price per person: Euro 80,00

Stavros Prineas (Australia)

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Friday, June 24th

8.30 10.30 SPECIAL SESSIONS

A24.1 DELFT DESIGN FOR PATIENT SAFETY + METHODS FOR BENCHMARKING OF THE BEST PRACTICES

B24.1 ERGONOMICS AND HUMAN FACTORS DESIGN AT DIFFERENT LEVELS OF THE HEALTHCARE SYSTEM: HOW ARE WE DOING?

24.1 MANUAL PATIENT HANDLING: METHODS FOR RISK ASSESSMENT TO ISO TR 12296

D24.1 INJURY PREVENTION IN PHYSIOTHERAPIST: Injury Prevention in Physiotherapists

E24.1 PATIENT SAFETY IN THE ITALIAN HEALTHCARE SYSTEM
Patient Safety in the Italian Healthcare System: best practices and ergonomic solutions

WORKSHOP 3: Human Factors, Teamwork
Are you a Team, or Just a 'Bunch of Blues'?

10.30 - 11.00 Break

11.00 - 13.30 PLENARY SESSIONS

Main Lectures

Chairs > Javoer Llana (Spain), Francesca Tosi (Italy)

Discussant > Patient champion, Silvana Simi (Italy)

11.00 Safety and Vigilance of organs intended for transplantation
Rosario Marazuela, Raphael Matesanz (Spain)

11.30 Improving reliability of care: the Danish Safer Hospital Programme
Beth Lilja, Sue Gallo, Vibeke Rischel, Hans Trier, Jacob Anhøj (Denmark)

12.00 The Resilient Anaesthetist
Stavros Prineas (Australia)

12.30-13.30 Awards and Conclusions
Sebastiano Bagnara (Italy), *Pascale Carayon* (USA)

A24.1 DELFT DESIGN FOR PATIENT SAFETY + METHODS FOR BENCHMARKING OF THE BEST PRACTICES

Chair > Richard H.M. Goossens (Netherlands)

Ergonomics during live kidney donation: two surgical approaches compared

Armagan Albayrak, Linda S.G.L. Wauben, Leonienke F.C Dols, Richard H.M. Goossens, Jan N.M Ijzermans (Netherlands)

Training the Surgeons in an Ergonomic Way – Reduce the Gap between Laparoscopic Simulation and Procedure

Dong Juan Xiao, Richard Goossens, Jack Jakimowicz, Armagan Albayrak (Netherlands)

Safety Lessons from Aviation for Surgery

Linda SGL Wauben, Johan F Lange, Richard HM Goossens (Netherlands)

Design for Patient Safety – Delft Design cases

Richard H.M. Goossens (Netherlands)

Improved hand Hygiene compliance in Hospitals by Design

Marijke Melles, V. Erasmus, M. van Loon, M. Tassoul, E.F. van Beeck, M. Vos (Netherlands)

B24.1 ERGONOMICS AND HUMAN FACTORS DESIGN AT DIFFERENT LEVELS OF THE HEALTHCARE SYSTEM: HOW ARE WE DOING?

Chair > Peter Buckle (UK)

Developing Prospective Hazard Analysis in Healthcare: Does it matter which method is used? Comparison of Healthcare Failure Modes and Effects Analysis and Structured What If Technique

Anderson, J. (UK)

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Developing prospective hazard analysis in Healthcare: Evaluating medicine management at hospital discharge using a new Toolkit
Ward, J. Buckle, P. Anderson, J. Lim, R. Berman, J. Clarkson, J. (UK)

Developing prospective hazard analysis in Healthcare: Evaluating the Operating theatre environment using a new toolkit
Buckle, P., Ward, J., Anderson, J., Lim, R., Berman, J., Clarkson, J. (UK)

Probabilistic Risk Assessment (PRA) and Redesign of the evaluation process of the Organ Donors
Tommaso Bellandi (Italy)

Risk Control after Root Cause Analysis: A Systematic Literature Review
Alan J. Card, *James R. Ward, P. John Clarkson* (UK)

C 24.1 MANUAL PATIENT HANDLING: METHODS FOR RISK ASSESTMENT TO ISO TR 12296

Chair > *Enrico Occhipinti* (Italy)

Risk Evaluation nased on the MAPO Methodology
Natale Battevi, *Olga Menoni, Enrico Occhipinti* (Italy)

Prevention of lumbar biomechanical overload among healthcare workers during manual patient handling - The Dortmund Approach
Matthias Jäger, *Claus Jordan, Stefan Kuhn, Norbert Wortmann, Andreas Theilmeier, Alwin Luttmann and the DOLLY Group* (Germany)

Monitoring the Effects of the ergonomic interventions for Workers in Dutch Health Care with the Tiltthermometer / Liftthermometer
J.J.Knibbe, N.E.Knibbe (Netherlands)

A Method for evaluating the load of patient transfers
Kati Karhula (Finland)

D24.1 INJURY PREVENTION IN PHYSIOTHERAPIST

Injury Prevention in Physiotherapists

Deepak Sharan (India)

E24.1 PATIENT SAFETY IN THE ITALIAN HEALTHCARE SYSTEM

Patient Safety in the Italian Healthcare System: best practices and ergonomic solutions

A. Ghirardini, R. Cardone, S. Ciampalini, A. De Feo, G. Leomporra
C. Seraschi and F. Bevere (Italy)

WORKSHOP 3 Human Factors, Teamwork

Duration: 2 hours

Minimum 20 – Maximum 36 Persons

Price per person: Euro 80,00

Are you a Team, or Just a ‘Bunch of Blues’?

Stavros Prineas (Australia)

Healthcare systems ergonomics
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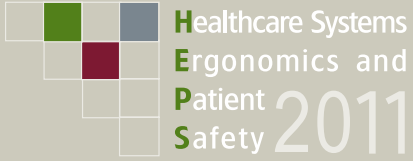
GENERAL INFORMATION

Newtours Spa



Via A. Righi, 8 - 50019 Sesto Fiorentino (FI) - Italy
Phone: +39 055 3361.1 - Fax: +39 055 3033895
E-mail: heps2011@newtours.it

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