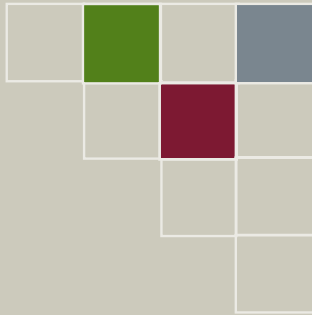




**3rd International Conference**



# 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](http://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



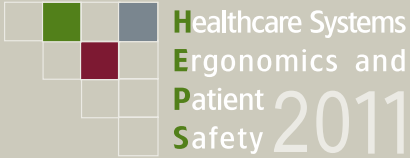
The Congress will take place at the Principe Felipe Congress Center, in Oviedo (Spain), from June 22nd to June 24th, 2011.



### 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 Anestesisti 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 and 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 ?)

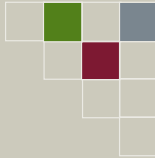
*Tjerk Van der Schaaf* (Netherlands)

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

*Andrew Imada* (USA)

**18.00**

**Welcome Cocktail**



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## 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  l  ne 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

## Thursday, 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)

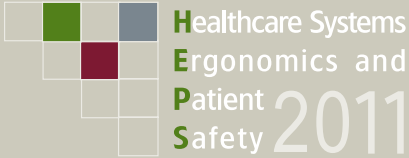
Discussant > Patient champion, Sara Yaron (Israel)

**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 > Georange 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 Khalfallah1* (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, Tasha B. Wetterneck, James M. Walker* (USA)
- 15.30** Drug alerts override from a human factors perspective  
*Peter Hoonakker, Tasha 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)

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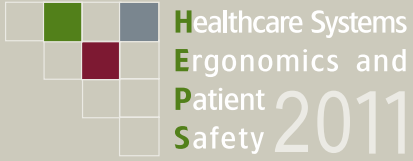
## GENERAL INFORMATION

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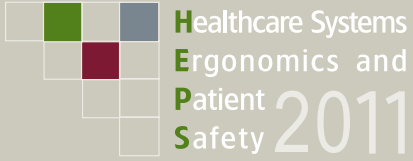
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