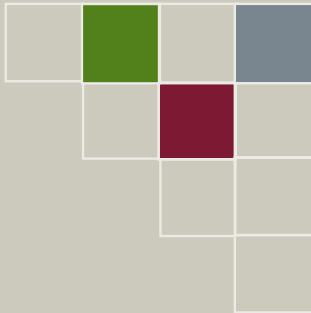




3rd International Conference



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

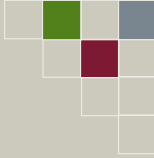
June 22-24, 2011

Oviedo, Spain

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Final Programme

www.heps2011.org



Healthcare Systems
Ergonomics and
Patient Safety 2011

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ENDORSEMENTS



Danish Society for
Patient Safety



Agency for Healthcare Research and Quality – USA

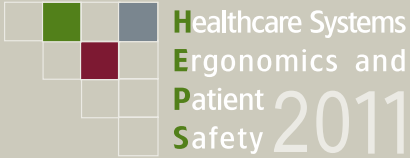


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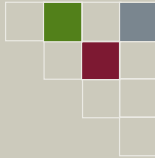
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- **Basia Kutryba** (ESQH; NCQA – Poland)
- **Itziar Larizgoitia** (World Health Organization, Patient Safety Geneva, Switzerland)
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- **Nicolas Marmaras** (National Technical University of Athens, School of Mechanical Engineering, Greece)
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- **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

Fondazione Sicurezza in Sanità, 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

WELCOME LETTER

Welcome to Oviedo

The first HEPS conference aimed at creating bridges among different disciplines (medicine and surgery, information technology, occupational psychology, clinical engineering and architecture, human factors and ergonomics) in order to share a strong interest in the promotion of human factors and ergonomics in healthcare and patient safety. Starting from this interdisciplinary approach, the focus of the second HEPS conference was on the involvement of citizens and patients in the design and improvement of healthcare systems.

Thanks to the amazing amount of knowledge and understanding that the presence of patients and the sharing of their stories bring to the last HEPS conference, the third edition of this event is the occasion for professionals and patients to discuss and compare their different point of view about what is an ergonomic and safer healthcare system. In order to improve quality and safety in healthcare through the use of ergonomics, there is a need for building a common view and a joint strategy between the different stakeholders about what the priorities and the main guidelines are.

The healthcare services need to be designed as the co-product of the interaction between clinicians and patients.

The scientific contributions coming from all over the world will give a fundamental contribution to deliver a final consensus document containing recommendations to build a safer healthcare system for everybody, based on ergonomics knowledge for the design and assessment of services and products. A consensus that comes from the alliance of professionals and patients for healthcare ergonomics, thanks to the HEPS conferences that are an unique occasion for professional and patients to work together to build a real partnership.

The consensus document will be available on the HEPS2011 website www.heps2011.org soon after the conference.

The Organizing Board

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SCIENTIFIC PROGRAM

Wednesday, June 22nd

8.00 Registration

9.00-11.00 PLENARY SESSIONS

9.00-10.00 Opening Ceremony

Welcome Addresses

Ayunamiento de Oviedo (Oviedo City Council)

HUCA (Central Asturian University Hospital)

IEA (International Ergonomics Association)

Andrew Imada – President

IEA (International Ergonomics Association)

Pascal Carayon, Sebastiano Bagnara

FEES (Federation of European Ergonomics Societies)

Margaret Murphy - President Patient Champion

AEE (Spanish Society of Ergonomics)

Javier Llana. Gustavo Rosal

SIE (Italian Society of Ergonomics)

Sara Albolino, Tommaso Bellandi

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)

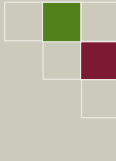
10.30 Research in Patient Safety

Jesus Maria Aranaz Andres (Spain)

11.00 Introduction: Patient safety research in clinical practice

Monica Bettoni (Italy)

11.15-11.30 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 MUSCULOSKELETAL DISORDERS

E.22.1 ERROR MANAGEMENT AND BEYOND IN HEALTHCARE

13.30-14.30 Lunch Break

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 2: Human Factors, Incident Analysis

17.00 - 18.00 PLENARY SESSIONS

Main Lectures

Chairs > Madeleine Estryn-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 Gremientieri, 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, Hélène Deslandes, Clementine Fry, Frederic Garcia, Anne-Emilie Ravache (France)

13.00-13.30 Discussion

June 22, 2011

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

12.45-13.30 Discussion

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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 Bagnon, 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 (UK)

12.30 Annex C on aids and equipment
Olga Menoni (Italy), Elly Waaijer (Netherlands)

12.50 Annex D on Buildings and Environment
Sue Hignett (UK)

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

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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 Gegelashvili, 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 Development and initial validation of the Child Participation,
Performance Skills and Environmental Restriction Questionnaires

Navah Ratzon (Israel)

15.00 No insurances, no safety? The project of the direct management of
claims in the Tuscany Region

Giacomo Borsari, Raffaella Giardiello (Italy)

15.15 Characterization of non-technical social skills in pediatric cardiac
surgery

Raquel Santos, José Fragata (Portugal)

15.30 Recommendations and sentinel events: state of the art

Lucia Guidotti, Giorgio Leomporra (Italy)

15.45 -16.30 Discussion

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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

June 22, 2011

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)

15.45 -16.30 Discussion

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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 Advanced Manufacturing Technologies for the Customization of Medical Devices

David González Fernandez (Spain)

16.00 - 16.30 Discussion

E22.2 WORKSHOP 2 Human Factors, Incident Analysis

14.30 – 16.30 Stavros Prineas (Australia)

June 22, 2011

Thursday, June 23rd

09.30 - 10.30 PLENARY SESSIONS

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 European journey towards quality care
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)**
Chairs > Stavros Prineas (Australia)

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

16.30 - 17.00 Break

17.00 - 18.00 PLENARY SESSIONS

Main Lectures

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

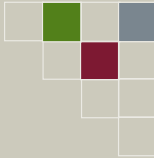
Discussant > Patient champion, Sara Yaron (Israel)

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 PATIENT SAFETY**
Chair > Georange Gegeleshvili (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** Different Culture, Different Problems? Exploring the Perspectives and Viewpoints of Staff on the Medical Environments in Different Cultures
Hesham El Marsafawy (Egypt)
- 12.45** 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)
- 13.00-13.30 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, Andrea Cecchi, Ilaria Bacchi, Elisa Bondoni, Pasquale Dammiano, Antonella Spanu, 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

June 23, 2011

June 23, 2011

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

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D23.1 DESIGNING USER-FRIENDLY, USABLE HEALTHCARE DOCUMENTATION

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

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 Khalfallh (Tunisia)

13.00 -13.30 Discussion

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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 (UK)

14.45

Allowing free exploration of radiology images with tangible interaction devices to improve patient safety
Edit Varga, Adinda Freudenthal (Netherlands)

15.00

PartecipaSalute: a research project and a training program tailored on consumers and patients
Paola Mosconi, Cinzia Colombo, Walter Villani, Alessandro Liberati, Roberto Satolli (Italy)

15.15 - 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**

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- C23.2 INFECTION CONTROL AND MAINTENANCE OF BIOMEDICAL**
Chair > Francesca Tosi (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 -16.30 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

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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

Allen Hutchinson, Mamdooh Alonazi (UK)

Hospital Survey on patient Safety Culture: Psychometric Analysis

Susan F. Gearhart (USA)

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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?

C24.1 MANUAL PATIENT HANDLING: METHODS FOR RISK ASSESSMENT TO ISO TR 12296

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

10.30 - 11.00 Break

11.00 - 13.30 PLENARY SESSIONS

Main Lectures

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

Discussant > Patient champion, Silvana Simi (Italy)

11.00 Benchmarking in Organ Donation: Good Practice guidelines

Elisabeth Coll, 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 H.M. 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)

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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)

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)

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- C24.1** **MANUAL PATIENT HANDLING: METHODS FOR RISK ASSESSMENT TO ISO TR 12296**
Chair > Enrico Occhipinti (Italy)
- 09.00** Risk Evaluation based on the MAPO Methodology
Olga Menoni, Natale Battevi, Enrico Occhipinti (Italy)
- 09.15** 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)
- 09.30** Monitoring the Effects of the ergonomic interventions for Workers in Dutch Health Care with the Tilthermometer / Liftthermometer
Elly Waaijer, J.J.Knibbe, N.E.Knibbe (Netherlands)
- 09.45** A Method for evaluating the load of patient transfers
Kati Karhula (Finland)
- 10.00-10.30** **Discussion**

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D24.1 INJURY PREVENTION IN PHYSIOTHERAPIST
Injury Prevention in Physiotherapists
Deepak Sharan (India)

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POSTER

People - Designing competences for patient safety

1. New Patient Safety Social Marketing and Communication Campaign Strategy: Georgia Case
Maia Tskitishvili, George Gegelashvili (Georgia)

Naturalistic decision making and sensemaking process in the clinical teams

2. Shared Sensemaking and Emotions in Intensive Care Unit
M.Francesca Sapuppo, Serafina Ardizzone, Diego Bongiorno, Salvatore Vasta, Study Group: Medici e Infermieri della II Rianimazione AORNAS Ospedale Civico di Palermo- Italia (Direttore Dr.R.Tetamo) (Italy)

Communicating the healthcare experience

3. The use of a dvd-based system for informing patients before interventional cardiac procedures. A new method of communication with users
Giovanni Falsini, Gino Parca, Michela Tanzini (Italy)

Designing patients' participation

4. Involving Women in the definition of maternity pathway
Stefano Li Pira, Anna Maria Murante, Domenico Cerasuolo, Sabina Nuti (Italy)

Elder people and safety

5. Effectiveness of Wearing a Mask in Elderly Care Receivers with Dry Mouth
Mika Morishima, Saori Yoshii, Teruyo Gotoh, Hiroyuki Kanai, Toyonori Nishimatsu, Reina Kishigami, Hiroaki Utsumi, Kensuke Sakai (Japan)

System reliability and patient safety

6. Evaluating the patient safety potential of two Finnish hospitals by applying the DISC model
Elina Pietikäinen, Teemu Reiman, Luigi Macchi (Finland)

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7. Connecting inpatient and outpatient care in a safer way: is handover an opportunity?

Giulio Toccafondi, Sara Albolino, Antonio Molisso, Francesco Venneri (Italy)

8. Ergonomics in dentistry

Hossein Ali yousefi rizi, Mehry shirani dastjerdi (Iran)

Resilience engineering for patient safety

9. The Finnish patient safety culture survey TUKU – development and validation

Teemu Reiman, Elina Pietikäinen (Finland)

Simulation for training

10. Physical Performance Attributes of Male and Female Emergency Care Practitioners: Implications for Simulated Extraction of a Patient Trapped in a Light Motor Vehicle Accident

Simeon EH Davies (South Africa)

Healthcare quality and ergonomics

11. Integration of ergonomics in the prevention policy of a large university hospital

Kristien Selis, Herman Devriese, Kris Kerckhofs, Veerle Hermans, Hilde Vanacker (Belgium)

12. Neglect: An ergonomic assessment of the issues surrounding nursing and failures in care

Robin J Edwards (Isle of Man)

13. Toward Safer Epidural Insertion: An analysis of training and ergonomic implications

Stavros Prineas, Stephen Gatt, Clive Collier (Australia)

Care in hospital, ambulatory settings, long-term care and at home

14. e-Dis: A telerehabilitation model for neurological dysphagia
Helena Bascuñana, Josep Ma. Monguet, Berenice Blanco, Marco Ferruzca (Spain)

15. Quality of assistance in an single box 24 hours open Intensive Care Unit: testimonies after Extracorporeal Membrane Oxygenation (ECMO) treatment during the follow-up activity

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

16. Use of Tandem Observations in Ambulatory Primary Care to Evaluate Physician – Nurse Teamwork

Tosha B. Wetterneck, G. Talley Holman (USA)

Organizational culture/climate and patient safety

17. Planning and Organization of the Ocular Surgery Service: Improving Efficiency and Quality

Kypa Ngoyi Ngongo, Ugo Menchini, Gianni Virgili, Roberta Rossinelli, Valtere Giovannini (Italy)

18. Doctors' basic knowledge on patient safety in China

Mingming Zhang, X Y Chen, Z Y Fan, Y Zhou, X X Dong, Y Liu, X L Wan, F Wang, Q W Zhang (China, PR)

19. Application of the FMEA methodology in the LEAN hospitalization process of elective surgery

Paola Barbacci, Stefania Correani, Paolo Cortini, Valerio Magherini, Tiziana Miniati, Antonio Molisso, Sandra Niccolai (Italy)

Error analysis methods

20. A Method for Evaluating Medication Error Recovery Processes in the ICU

Tosha B. Wetterneck, Bonnie Paris, Mary Ann Blosky, James Walker, Randi Cartmill, Pascale Carayon (USA)

Organizational design of healthcare systems

21. New methods for increasing the hospital personnel participation into the development processes – case Lapland Hospital District (Finland)

Henna Paananen, Mikko Häikio, Seppo Väyrynen, Antti Syväjärvi (Finland)

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Clinical risk management and medical performances

22. Improving the Intensive Care Unit nursing record chart
Emanuele Bigazzi, Elisa Longinetti, Elisetta Vannini, Chiara Peduto, Simona Bacci, Massimo Solaro, Barbara Gazzini, Ilaria Balzi, Stefano Bambi, Laura Turrisi, Manuela Bonizzoli, Adriano Peris (Italy)

23. Evaluating performances in major trauma injuries thanks to a regional trauma registry
Michela Tanzini, Massimo Arenza, Roberta Bertolini, Paola Bonucci, Giancarlo Rossi, Gabriella Scarselli, Rosario Spina (Italy)

24. Preliminary evaluation of the first ten years of an inter-professional human factors training programme for healthcare workers
Stavros N Prineas (Australia)

Homecare and safety

25. Musculoskeletal complaints in nurses who provide home-based healthcare
Paula MS Carneiro, Ana Cristina Braga, Mónica Barroso (Portugal)

Evidence based design

26. Styles of healthcare design and their impact on patients' well-being
Kieu Anh Vuong, Rebecca Cain, Elizabeth Burton, Paul Jennings (UK)

Healthcare architecture and organization

27. Hospital design: Understanding implications for work practices, care quality and patient safety
Clarissa Penfold, Jill Maben, Janet Anderson, Glenn Robert, Griffiths Peter (UK)

28. Understanding the healthcare soundscape: the importance of sound on the subjective feelings of patient and nurses
Jamie Mackrill, Rebecca Cain, Paul Jennings (UK)

Information technology and learning reporting systems

29. Information technology for young students' learning to participate in scientific competitions
Nataliia Polikhun, Volodymyr Kamyshyn (Ukraine)

Design for usability for surgical and medical devices

30. Research of the instruments used in laparoscopic surgery based on their modeling in solidworks
Alfonso González González, David Rodríguez Salgado, Lorenzo García Moruno, Francisco Miguel Sánchez Margallo, Marcos Lucas Hernández, Purificación Castello, Alfonso Oltra (Spain)

31. Usability evaluation and Design of a management system for clinical information
Francesca Tosi, Cristina Caratozzolo, Laura Giraldi, Riccardo Fontanelli (Italy)

32. Ergonomics of a new handle design for minimally invasive surgery
Marcos Lucas Hernández, Francisco Miguel Sánchez Margallo, José Blas Pagador, Juan Alberto Sánchez Margallo, Francisco Julián Pérez Duarte, Purificación Castelló, Alfonso Oltra, Alfonso González González, Ángel Benito Rodríguez (Spain)

33. Obtaining criteria for ergonomic design of laparoscopic surgery instruments
Purificación Castelló Mercé, J.Javier Sánchez-Lacuesta, Alfonso Oltra Pastor, Jaime Prat Pastor, Francisco Miguel Sánchez Margallo, José Blas Pagador, Alfonso González González, Ángel Benito Rodríguez (Spain)

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Healthcare information technology, such as electronic health record, computerized provider order entry, bar coding medication administration

34. Exploring the Impact of a Locally Developed ePrescribing System –An Analysis of Key Stakeholder Interviews

Anna Rajakumar, Sabi Redwood, Jamie Coleman (UK)

Human-computer interaction and usability

35. Supporting the ergonomical design of medical devices: the patient friendly manual!

Marie-Louise Flacke (France)

New services and tools for patient safety

36. Contributions to bacterial strains analysis by laser

Samuel Moncayo, Alejandra Gilabert Begueria, D. Marcos-Martinez, J.A. Ayala, G. Fernandez, D. Rosales, C. Izquierdo-Hornillos, F.J. Manuel de Villena, Jorge Caceres (Spain) Maria Vescia, Mario Leone (Italy)

37. Facial mimics measurement to identify children emotions during painful procedures

Placer Vieco, Carmen Martínez, Corsino Rey, Andrés Concha, Ana Vivanco, Yolanda Díaz (Spain)

Infection control

38. The evaluation design of ACCOMPLISH: a multi-modal intervention package to improve hand hygiene compliance

Vicki Erasmus, Anita Brink-Huis, Anke Oenema, Pepijn van Empelen, Suzanne Polinder, Ewout Steyerberg, Jan Hendrik Richardus, Margreet Vos, Ed Van Beeck (Netherlands)

Risks in OR, ICU and ER

39. Preparation of operating theatres: Check list as safety tool for the prevention of risks linked to the use of drugs, devices and equipment

Francesco Ranzani, Elisabetta Magnelli, Claudia Valdini, Michela Tanzini, Massimo Silvestri (Italy)

40. Bacteremia Zero Project is effective to Reduce Catheter-Related Bloodstream Infection in a Pediatric Intensive Care Unit
Andrés Concha, Corsino Rey, Ana Vivanco, Yolanda Díaz, Marta Los Arcos, Carmen Martínez (Spain)

41. Patient safety in a Pediatric Intensive Care Unit
Corsino Rey, Andrés Concha, Laura Roso, Alberto Medina, Sergio Menéndez, Juan Mayordomo Colunga (Spain)

Patient falls

42. Evaluation of the project of prevention and monitoring inpatients fall. (Abstract submission for poster presentation)
Maria Lurdes Tavares, Ana Marinho Diniz, Lurdes Trindade, Susana Ramos, Gabinete Gestão do Risco (HSM e HSAC) (Portugal)

Occupational stress

43. Double actions and ergonomics: a gender oriented case study
Silvana Salerno, Lucilla Livigni, Andrea Magrini, Irene Figà Talamanca (Italy)

Patient handling ergonomics and musculoskeletal disorders

44. Risk assessment for musculoskeletal injuries due to manual patient handling in hospital wards with MAPO Index
Diana Robla Santos, Aquiles Hernandez Soto (Spain)

45. Avoiding staff and patient injury from poor handling in an emergency
Louise Whitby (Australia)

Epidemiological approaches

46. Prevalence and Risk Factors of MSD among Portuguese Nurses: Preliminary Results from a National Study
Teresa Cotrim, Florentino Serranheira, Victor Rodrigues, António Sousa Uva (Portugal)

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Human and Technology interaction / HCI and usability

47. Cognitive stimulation through digital TV: usability findings coming from a real user experience

Vanesa Lobato, Sonia García, Víctor M. Peláez, Elena Glez-Ingelmo, Francisco Barrientos, Stephanie Carretero (Spain)

Miscellaneous

48. LBP

Lamia Bouzgarrou (Tunisia)

49. Imaging transmission data in vascular surgery and patient safety

Leonardo Ercolini - Antonio Molisso (Italy)

50. Efficacy of the ergonomic approach in prevention and protection from risk in research laboratories: description of a case of study

Pier Luigi Esposito (Italy)

51. Safety Patient in ICU: "Bacteremia Zero Project"

Teresa Villán, César Aldecoa, Alberto Sánchez, Manuel García (Spain)

52. Load on the lumbar spine during manual handling of obese patients

Claus Jordan, Alwin Luttmann, Andreas Theilmeier und Matthias Jäger (Germany)

53. Communication in hospital work organization analysis

Irt yah Allagui-Merchaoui, Néila Chaari, Charfeddine Amri, Lamia Bouzgarrou, M-A Henchi, Ines Rassas, Mohamed Akrout (Tunisia)

54. The influence of the ergonomic conditions at the workplace on the health among dental care professionals

Jaroslav Karadzinski, Ana Sekulovska, Igor Pejovski (Macedonia)

SCIENTIFIC INFORMATION

Oral presentations

All conference rooms will be provided with personal computers for enabling the video projection of all oral presentations. Presenters will not be allowed the use of their personal pc. Files of presentation (CD-Rom or pen drive) will have to be prepared in PowerPoint (solely for Windows operating system).

All invited Speakers and Authors of oral presentations are requested to hand in their presentation at least 1 hour prior to the appointed session in the Speaker Ready Room.

The file format of your presentation must be PowerPoint for windows.

Chairpersons must be present in halls at least 20 minutes before the beginning of sessions to ensure correct coordinating of presentation.

English is the official language of the congress. Simultaneous translations will not be provided.

CME Accreditation

The conference's scientific program has been submitted to the EACCME (European Accreditation Council for Continuing Medical Education), the institution of the European Union of Medical Specialists (UEMS), and ECM credits have also been requested for Italian participants.

Credits have been requested for all medical professional figures.

Credit certification will be distributed to registered participants who have attended to the whole duration of the congress day and that have returned the EACCME/CME questionnaires duly filled in and signed, at the Registration Desk.

Italian participants will also have to sign for each congress day they wish to receive credits for, at their arrival and departure at/from the congress venue.

The form to be sign for attendance registration will be available at the Registration desk.

Certificate of attendance

A certificate of attendance will be distributed at the end of the congress to all registered participants that will request it.

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Poster presentations

Posters will be displayed in the Poster Exhibit Area on the ground floor of the conference center.

The final allocation of poster panels corresponds to the poster number as listed on pages 36 - 43.

Posters could be attached to panels from June 21st afternoon, and should remain posted throughout the whole duration of the conference. These may be removed at the end of the conference right before the Closing Ceremony which will take place on June 24th. Poster authors should be available for congress participants who wish to discuss contents of the poster's scientific work, during coffee and lunch breaks.

“HEPS MADNESS”!

A short blast of poster presentations
(June 23rd 10.30-11.00)

During the plenary session poster authors will have 30 seconds to give a preview presentation of their work.

Poster Awards

the 3 best posters will receive an award during the plenary session to take place on June 24th from 12.30-13.30.

All registered participants may contribute with their vote by filling in the form placed inside congress bags and by turning it in to the Organizing Secretariat's registration desk, by June 23rd 13.00.

The presentation of a poster is subordinated to the registration to the Congress. In the Scientific Programme and in the list of poster presentations, presenting authors have been indicated in bold letters and underlined.

GENERAL INFORMATION

Congress Venue

AUDITORIO PRINCIPE FELIPE
c/ YELA UTRILLA, S/N
33007 OVIEDO

Ground Floor: Secretariat, Registration Desk, Main Room, Poster Area, Speaker Ready Room

Third Floor: Rooms for Parallel Sessions

Registration Desk / Secretariat:

The registration desk will be open during congress hours:

Tuesday, June 21	15.00 – 18.00
Wednesday, June 22	8.00 – 19.00
Thursday, June 23	8.00 – 18.00
Friday, June 24	8.00 – 14.30

Registration fee:

	ON-SITE
Member delegate	Euro 550,00
Non Member delegate	Euro 650,00
Student delegate *	Euro 350,00
IDC Delegate **	Euro 350,00

Delegate registration fee includes:

- Conference kit
- Access to all scientific sessions and poster area
- Lunches and breaks
- Abstract Book and CD of Proceedings

Name changes are not allowed.

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Accepted on-site payment methods

- Credit card (American Express, Mastercard, Visa and Carta SI)
- Cash

Hotel reservation

For any questions regarding hotel reservation please refer to the Organizing Secretariat at registration desk.

Abstract Book and CD of proceedings

An abstract book along with the CD of proceedings will be distributed, in the congress bag, to each registered participant. Abstract book and CDs have been published by Taylor & Francis, which will guarantee international visibility of the volume.

The proceedings of the conference have the ISBN and each paper will be indexed with a DOI.

Speaker Ready Room opening hours:

Tuesday, June 21	15.00-18.00
Wednesday, June 22	8.00-19.00
Thursday, June 23	8.00-18.00
Friday, June 24	8.00-12.00

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Scientific Secretariat:



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