HUMAN FACTORS IN HEALTHCARE

Enhancing the Safety and Reliability of Systems

ABOUT THE COURSE

This workshop is designed to be modular and progressive.

Each interactive session includes clear learning objectives, theoretical explanations, hands-on activities, and discussions relating to real-world and healthcare situations.

THE WORKSHOP COVERS:

MODULE 01

Introduction and Overview of Human Factors in Healthcare:
- Understanding human factors and human interactions with systems

MODULE 02

Human Factors Contributing to Error Causation:
- Understanding human abilities, limitations, pre-conditions affecting them and role of biases in decision making

MODULE 03

Human Factors Engineering Concepts:
- Use and Application of SEIPS Model;
- Use of HFACS for Investigations using the Human Factors Lens, HFIX and FACES principles to generate solutions and to evaluate and prioritise solutions generated

MODULE 04

Use of Human Factors in Design / Redesign:
- General Principles in designing for Safety and their application in day-to-day work in healthcare

LEARNING OBJECTIVES

At the end of the programme, participants will be able to:

▶▶ Have a greater awareness of key human factors and relate these to patient safety issues faced by healthcare professionals

▶▶ Better appreciate the various systemic factors contributing to safety lapses

▶▶ Adopt a more holistic approach towards improving quality and safety using the human factors' lens to investigate and mitigate safety issues

TARGET AUDIENCE

- Doctors
  (Resident/Registrar and above)

- Nurses
  (Senior Staff Nurse and above)

- Administrators
  (Assistant Manager and above)

- Allied Health Professionals
  (Senior allied health staff and above)

PRE-REQUISITES

There are no pre-requisites for this course.

COURSE DURATION

1.5 days

SCAN ME

For enquiries, kindly visit our website at:
https://corp.nhg.com.sg/QnS/Pages/Training.aspx

Or email us at: ihq@nhg.com.sg