

Human Factors in Healthcare

Enhancing the Safety and Reliability of Systems

PROGRAMME DESCRIPTION

Human Factors is a scientific discipline that optimises human well-being and system performance by understanding interactions between people, tools, tasks and environments. Human factors issues are major contributors to adverse events in healthcare and can lead to serious and sometimes fatal consequences.



DURATION: 1.5 DAYS

Human Factors Engineering focuses on designing systems to fit human capabilities and limitations rather than forcing humans to adapt, to increase safety, productivity and reduce errors. By recognising the potential for error and by developing systems and strategies to learn from mistakes, the healthcare system can be made safer.

PROGRAMME CONTENT

This programme covers:



MODULE 1: Introduction and Overview of Human Factors in Healthcare

- Understanding human factors and human interactions with systems



MODULE 2: Human Factors Contributing to Error Causation

- Understanding human abilities, limitations, pre-conditions affecting them and role of biases in decision making



MODULE 3: 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 4: Use of Human Factors in Design / Redesign

- General Principles in designing for safety and their application in day-to-day work in healthcare

LEARNING OUTCOMES

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
- 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)
- Allied Health Professionals (Senior Allied Health staff and above)
- Pharmacists (Senior Pharmacists and above)
- Administrators (Assistant Manager and above)

ABOUT THE ORGANISER

Officially established on 19 July 2002, the NHG College plays an instrumental role in facilitating the continuous learning and development of our workforce, as well as, promoting systems improvement and driving leadership development in NHG Health. NHG College collaborates with renowned institutions and industry partners to build the pipeline and collective capacities of our leaders, educators, healthcare professionals and staff to support NHG Health in serving and managing the health of our patients and the population.

For enquiries on patient safety and quality improvement courses, please visit our website by scanning the QR code below or email us at: nhggroup.college@nhghealth.com.sg

