

## International Conference



# Healthcare Systems Ergonomics and Patient Safety 2008

**June 25/28, 2008**  
Strasbourg, the Convention  
and Conference Centre

[www.heps2008.org](http://www.heps2008.org)

## Creating and designing the healthcare experience

## Preliminary Programme

### ■ Presentation

#### **What is HEPS2008**

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 is on the strategic role of citizens, patients and clinicians in the design and improvement of healthcare systems. An ergonomic solution, oriented to the healthcare domain, needs to be based on the daily experience of the main users of the system. The healthcare services need to be designed as the co-product of the interaction between clinicians and patients.

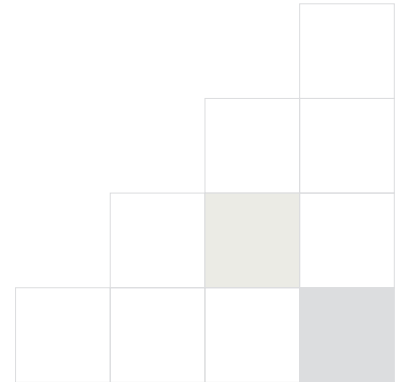
Bridging the knowledge in human factor and ergonomics with quality in healthcare planning is the key issue of this conference. We wish to promote a learning and reporting culture among hospital workers (physicians, nurses, technicians, administrators, management staff, clinical risk & patient safety managers). This is the turning point for the success of clinical risk management plans for enhancing patient safety.

#### **Proposal for participation**

A broad range of research and applied topics will be covered during the Conference. The topics listed under each thematic area are indicative of the broad spectrum of issues to be addressed, and are not intended to limit the range of submissions.

## Audience

- Ergonomists
- Occupational and organizational psychologists
- Physicians
- Surgeons
- Dentists
- Clinical and biomedical engineers
- Clinical risk & patient safety managers
- Communication and human relations experts
- Architects and designers
- Medical informatics community
- Occupational and organizational sociologists
- Anthropologists
- Nurses
- Hospital administration and management staff
- Pharmacists, pharmacologists
- Information technology experts
- Patients' and citizens' associations
- Patient safety officers and quality improvement experts



## Areas of interest (proposed topics subject to enlargement)

### ■ People

- Cognitive processes and clinical decision making
- Naturalistic decision making and sensemaking process in the clinical teams
- Human error in clinical pathways
- Healthcare ergonomics litigations
- Communicating the healthcare experience
- Inside stories: the patient's experience
- Designing patients' participation
- Designing competences for patient safety
- Elder people and safety
- Professional disease

### ■ Organization

- System reliability and patient safety
- Resilience engineering for patient safety
- Simulation for training
- Healthcare quality and ergonomics
- Care in hospital, ambulatory settings, long-term care and at home
- Organizational culture/climate and patient safety
- Error analysis methods
- Organizational design of healthcare systems
- Clinical risk management and medical performances
- Homecare and safety
- Accidents/incidents reporting systems and organizational learning

### ■ Design

- Evidence based design
- Emergency design
- Wayfinding and layout
- Healthcare architecture and organization
- Safety by design

### ■ Human and technology interaction

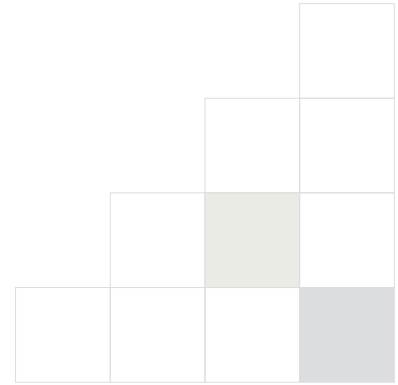
- Information technology and learning reporting systems
- Design for usability for surgical and medical devices
- Healthcare information technology, such as electronic health record, computerized provider order entry, bar coding medication administration
- Human-computer interaction and usability
- Maintenance of biomedical devices and patient safety
- New services and tools for patient safety

## ■ Good practices and ergonomic solutions

- Medication errors
- Infection control
- Risks in OR, ICU and ER
- Errors in radiology and laboratory
- Patient falls
- Methods for benchmarking of the best practices

## ■ Occupational ergonomics and health professional safety in hospital

- Occupational stress
- Patient handling ergonomics and musculoskeletal disorders
- Occupational injuries and accidents
- Epidemiological approaches



## HEPS Steering Committee

*President:* **Halimahtun Khalid**

*(Chair of Science Technology and Practice IEA Executive Committee - Malaysia)*

- **Sebastiano Bagnara** *(University of Sassari-Alghero - Italy)*
- **Marie-Catherine Beuscart-Zephyr** *(Established Researcher in cognitive ergonomics and medical informatics - France)*
- **Pascale Carayon** *(Secretary General of International Ergonomics Association - USA)*
- **Richard Cook** *(University of Chicago - USA)*
- **Richard H. M. Goosens** *(Chair IEA Technical Committee - Healthcare Ergonomics - The Netherlands)*

- **Pierre Falzon**

*(Past President International Ergonomics Association - France)*

- **Andrea Gardini** *(President Italian Healthcare Quality Society and Member of Council ISQUA - Italy)*
- **Kerm Henriksen** *(Agency for Healthcare Research and Quality - USA)*
- **Kenji Itoh** *(International Ergonomics Society Human Reliability TC - Japan)*
- **Riccardo Tartaglia** *(President Italian Ergonomics Society and CRM Center - Tuscany Region - Italy)*
- **Charles Vincent** *(Imperial College London - UK)*
- **Bob Wears** *(University of Florida - USA)*

## HEPS 2008 Conference Committees

### Organizing Board

- *Coordinator:* **Sebastiano Bagnara** *(University of Sassari-Alghero - Italy)*
- **Pascal Carayon** *(General Secretary of International Ergonomics Association - USA)*
- **Wolfgang Friesdorf** *(Technical University of Berlin - Germany)*
- **Holger Luczak** *(German Ergonomics Society-Germany)*
- **Michel Neboit** *(President of Société d'Ergonomie de Langue Française and IEA Council Member - France)*
- **Anne Sophie Nyssen** *(Université de Liège - Belgium)*
- **Riccardo Tartaglia** *(President of the Italian Ergonomics Society Center CRM - Tuscany Region - Italy)*

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- **Madeleine R. Estry-Béhar** *(Assistance Publique des Hôpitaux de Paris - France)*
- **Franco Filippini** *(Tuscany Transplant Organization - Italy)*
- **Thomas Fleischmann** *(German Emergency Medicine Society - Germany)*
- **Wolfgang Friesdorf** *(Technical University of Berlin - Germany)*
- **Anne Marie Gallet** *(ANACT, Agence Nationale pour l'Amélioration des Conditions de Travail - France)*
- **Gianfranco Gensini** *(University of Florence - Italy)*
- **Alessandro Ghirardini** *(Ministry of Health - Italy)*
- **Oliver Groene** *(Programme Manager Quality of Health Systems & Services, WHO Regional Office for Europe - Germany)*
- **Valentina Hafner** *(Quality of Health Systems, WHO Regional Office for Europe - Denmark)*
- **Steven Hecker** *(University of Seattle - USA)*
- **John Helfrick** *(ISQua - USA)*
- **Erik Hollnagel** *(Industrial Safety Chair, École des Mines de Paris, Pôle Cindynique - France)*
- **Waldemar Karwowski** *(Department of Industrial Engineering - Center for Industrial Ergonomics, University of Louisville - USA)*
- **Sharon Kleefield** *(Harvard Medical International - USA)*
- **Basia Kutryba** *(ESQH; NCQA - Poland)*
- **Monique Lortie** *(Université du Québec à Montréal - Canada)*
- **Lucio Luzzatto** *(Tuscany Oncology Institute - Italy)*
- **Nicolas Marmaras** *(National Technical University of Athens - Greece)*
- **Rafael Matesanz** *(Spanish Transplant Organization - Spain)*
- **Michel Neboit** *(past Head of Ergonomics Department, INRS - France)*
- **Sabina Nuti** *(S.Anna School of Advanced Studies of Pisa - Italy)*
- **Anne Sophie Nyssen** *(Université de Liège - Belgium)*
- **John Ovreteit** *(The Karolinska Institute Medical Management Centre - Sweden)*
- **Beth Lilja Pedersen** *(Danish Society for Patient Safety and The Copenhagen Hospital Corporation - Denmark)*
- **Roberta Petrino** *(Chairman of Task Force European Curriculum in Emergency Medicine - Italy)*
- **Annalisa Silvestro** *(Italian Federation of Nurses Collegium IPASVI - Italy)*

### Organizing Staff

- **Sara Albolino, Elena Beleffi, Tommaso Bellandi, Matteo Fiorani, Francesco Ranzani** *(Clinical Risk Management Centre, Tuscany Region - Italy)*
- **Lina Bonapace** *(Executive Board - Italian Ergonomics Society - Italy)*
- **Annie Drouin** *(SELF Newsletter - France)*
- **Sylvain Leduc** *(SELF website - France)*
- **Francesco Niccolai** *(S.Anna School of Advanced Studies of Pisa - Italy)*

## General Information

### Congress Venue and Dates

The Congress will take place at the Palais des Congrès in Strasbourg, France, from June 25th to June 28th 2008

### Exhibition

An exhibition will be organized. Sponsor Presentation Rooms & Hospitality Suites might be available upon request. Companies and organizations wishing to obtain information should contact the Organizing Secretariat

### Official Language

The official language of the congress will be English. Simultaneous translations for other languages might be provided

### ECM Credits

ECM credits will be provided for all the European participants

### For further information:

#### Organizing Secretariat

Newtours Spa  
Via A. Righi, 8 - Loc. Osmannoro  
50019 Sesto Fiorentino (FI) - Italy  
Phone: +39 055 33611 - Fax: +39 055 3033895  
E-mail: [heps2008@newtours.it](mailto:heps2008@newtours.it)  
[www.heps2008.org](http://www.heps2008.org)

## Call for paper

- Authors are kindly asked to follow the editing guidelines directly on the official web-site [www.heps2008.it](http://www.heps2008.it) under the "Abstract submission" session
- Abstracts should be submitted in the English language. For French attendees, the abstract submission can be also accepted in the French language. The Abstract oral presentation can be done in the French language, still both the slides used for the presentation and the article related have to be in the English language.

### Summary of Submission Requirements and Deadlines

	Paper Presentations	Posters and Demonstrations	Workshops, IGs, Tutorials
<i>Abstract Length</i>	<b>500 words</b>	<b>500 words</b>	<b>500 words</b>
<i>Deadline for Receipt of Abstracts</i>	<i>November 30th, 2007</i>		
<i>Notification of Review Outcome</i>	<i>January 15th, 2008</i>		
<i>Deadline for Receipt of Accepted Contributions</i>	<i>March 15th, 2008</i>		

### Sponsored by:

International Ergonomics Association - IEA



### Organized by:

Italian Ergonomics Society  
Société d'Ergonomie de Langue Française  
German Ergonomics Society



### In cooperation with:

- AHRQ Agency for Healthcare Research and Quality - USA
- AIIC Italian Clinical Engineer Association - Italy
- ALTIS - Italy
- Italian Critical Care Nurses - Aniasi - Italy
- Cittadinanza attiva - Italy
- ESCP European Society of Clinical Pharmacy - EU
- ESQH European Society for Quality in Healthcare - EU
- FISM Italian Federation of Medical Scientific Societies - Italy
- Italian Surgeon and Dentist Orders Federation - Italy
- Smith Kline Foundation
- Gutenberg Sicurezza nella Sanità - Italy
- Harvard Medical International - USA
- ISQua International Society for Quality in Healthcare
- Joint Commission International - Europe Office
- NPSF National Patient Safety Foundation - USA
- Scuola Superiore Sant'Anna - Italy
- Tuscany Region - Italy

### A request of endorsement has been submitted to:

- Agenzia per i Servizi Sanitari Regionali - Italy
- European Commission
- European Parliament
- Federation of the European Ergonomics Societies
- WHO World Health Organization
- Ministry of Health - Italy
- National Patient Safety Agency - NHS, UK
- Tuscany Region - Italy