

Human Factors for Process Improvement in Healthcare

Programme in Designing Human-centered Processes for Quality and Safety

PROGRAMME OVERVIEW

Human Factors is a multidisciplinary science of applying knowledge and principles of human-system interaction to design systems that are better fitted for humans. In healthcare, complex, and demanding task environments and processes can amplify human limitations and fallibility leading to errors or risky behaviours despite our best efforts. There is a need to design systems that perform reliably even though to err is human.

This programme will cover some theories, techniques and tips based on Human Factors science on designing for humans. The knowledge will be applicable for participants who seek to analyze and improve work processes around them to make them more resilient to human errors and risky behaviours and more satisfying for the human.

LEARNING OUTCOMES

Learners will be able to gain:

- Awareness of what Human Factors is about
- Fundamental questions when analyzing human system interactions
- Design awareness to help humans to notice information, facilitate memory tasks, and manage attention
- Understanding of risky behaviours and reducing them through process design
- Understanding of perceptual, decision and execution errors and reducing them through process design
- Process design strategies to detect and recover from errors, to limit harm and aid in harm recovery

WHO SHOULD ATTEND

Staff working on improvement projects and initiatives who have interest in understanding human errors and risky behaviours and developing processes which are more resilient to them.

PRE-REQUISITE

Nil

DURATION

9.00am – 5.30pm

AWARD OF CERTIFICATE

Certificate of Completion will be issued to learners who attended the programme.

COURSE FEES

SingHealth Staff: \$350 (Waived)
Non-SingHealth Staff: \$430 (Inclusive of GST)

REGISTRATION

SingHealth Staff: Please register via intranet link [AM-EPIC Programmes](#)
Non-SingHealth Staff: For registration details, please email to ipsqworkshop@singhealth.com.sg