



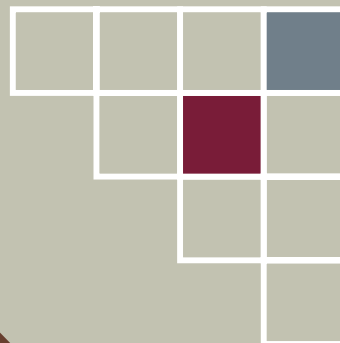
Menarini, Salute senza confini



Organizing Secretariat



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International Conference

Healthcare Systems Ergonomics and Patient Safety 2008

Creating and designing the healthcare experience

June 25/27, 2008
Strasbourg, the Convention
and Conference Centre

www.heps2008.org

SCIENTIFIC
PROGRAMME

**Creating and designing
the healthcare experience**

June 25/27, 2008
Strasbourg, the Convention
and Conference Centre



Organized, endorsed and supported by:



International Ergonomics Association - IEA

Organized by:



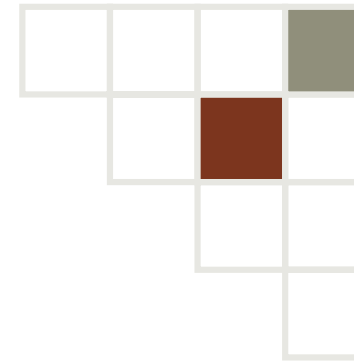
Italian Ergonomics Society



Société d'Ergonomie de Langue Française



German Ergonomics Society



International Conference
Healthcare Systems
Ergonomics and
Patient
Safety **2008**

**SCIENTIFIC
PROGRAMME**

With the endorsement of:

European Commission
European Parliament
Haute Autorité de Santé
Istituto Superiore di Sanità

With the support of:

Ministry of Health - Italy
Tuscany Region - Italy

Organized by

Creating and designing the healthcare experience

June 25/27, 2008
 Strasbourg, the Convention and Conference Centre



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Planning

Creating and designing the healthcare experience

June 25/27, 2008
 Strasbourg, the Convention and Conference Centre



	HALL 1	HALL 2	HALL 3	HALL 4	HALL 5	
Wednesday - 25	9.00-10.30	Registration to the congress				
	10.30-12.45	Opening Ceremony				
	<i>Poster exhibit and lunch break</i>					
	14.00-14.30	“HEPS Madness”!				
	14.30-15.45	Plenary Session				
<i>Poster exhibit</i>						
16.00-18.45	<i>Parallel Session: System Reliability, Resilience Engineering and Patient Safety</i>	<i>Parallel Session: Design for Usability of Surgical and Medical Devices</i>	<i>Parallel Session: Health Care Architecture and Design</i>	<i>Parallel Session: Organizational culture and Patient Safety 1</i>	<i>Special Session: Medication Errors and Safety by Design</i>	
Thursday - 26	9.15-10.30	Plenary Session				
	<i>Poster exhibit</i>					
	11.00-13.45	<i>Parallel Session: Communicating the Healthcare Experiences</i>	<i>Parallel Session: Clinical Risk Management and Medical Performances</i>	<i>Special Session: Health IT in Critical Care and Emergency Settings</i>	<i>Parallel Session: Occupational Ergonomics and Health 1</i>	<i>Parallel Session: Methods for Benchmarking of the Best Practices</i>
	<i>Poster exhibit and lunch break</i>					
	14.00-15.15	Plenary Session				
	15.15-15.45	Poster awards				
<i>Poster exhibit</i>						
16.00-18.30	<i>Parallel Session: Human-Computer Interaction and Usability</i>	<i>Parallel Session: Occupational Ergonomics and Health 2</i>	<i>Special Session: New Technologies and Ergonomics in Operating Theatre</i>	<i>Parallel Session: Organizational Design of Healthcare Systems</i>	<i>Parallel Session: Error Analysis Methods</i>	
Friday - 27	9.00-10.00	Plenary Session				
	<i>Poster exhibit</i>					
	10.30-13.00	<i>Parallel Session: Organizational Culture and Patient Safety 2</i>	<i>Parallel Session: Safety by design</i>	<i>Special Session: What Human Factors Research for Patient Safety?</i>	<i>Special session: SafeChemo</i>	<i>Joint Conference Innovation, Research and Role of Professionals for Patient Safety</i>
	<i>Poster exhibit and lunch break</i>					
14.00-15.30	<i>Special Session: Why Apologize When a Patient has Been Harmed?</i>	<i>Special Session: Preoccupation with Failure</i>	<i>Special Session: Systems Approaches to Patient Safety</i>	<i>Special Session: Safety by Product Design</i>	<i>Special Session: Ergonomics and Patient Safety Aspects in Teleradiology</i>	
15.30-16.30	Closing Ceremony and preview on HEPS 2011					

Welcome to Strasbourg!

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 and patient safety managers). This is the turning point for the success of clinical risk management plans for enhancing patient safety.

The Organizing Board



WEDNESDAY, JUNE 25TH

9.00 Participant registration

10.30 - 12.45 **PLENARY SESSION** **Hall 1**

Opening Ceremony

Chairpersons: Sebastiano Bagnara and Pascale Carayon

10.30 - 11.15 **Welcome Addresses**

International Ergonomic Association, *President*, David Caple
 European Commission
 Haute Autorité de Santé, René Amalberti
 Ordre National De Médecine
 Italian Ministry of Health, Alessandro Ghirardini
 Federazione Nazionale Ordini Medici Chirurghi ed Odontoiatri,
 Sergio Bovenga

11.15 - 11.45 **Opening Addresses**

Riccardo Tartaglia, *Past President of the Italian Ergonomics Society, ITALY*
 Michel Neboit, *President of Société d'Ergonomie de Langue Française and IEA Council Member, FRANCE*
 Helmut Strasser, *President of the Gesellschaft für Arbeitswissenschaft (GFA), GERMANY*

11.45 - 12.45 **Main Lectures**

What Are We Missing? Results of MEDCAS, the National Healthcare Safety Board Demonstration Project
 Richard Cook, *University of Chicago, USA*

The Patient Experience as a Catalyst for Change
 Margaret Murphy and Susan Sheridan, *Patients For Patient Safety Champion, IRELAND*

12.45 - 14.00 **Lunch Break**

14.00 - 14.30 **"HEPS MADNESS"!** (a short blast of poster presentations)

14.30 - 15.45 **PLENARY SESSION** **Hall 1**

Chairpersons: Gian Franco Gensini and Steven Hecker

14.30 - 14.50 **Learning From Experience - Patient Voices**
 Christine Perera, *Patients for Patient Safety Champion, SRI LANKA*

14.50 - 15.10 **How to Control the Global Consistency of Multiple Local Patient Safety Strategies**
 René Amalberti, *Haute Autorité de Santé, FRANCE*

15.10 - 15.30 **Safety, Failures, Resilience, and Successes: Accentuate the Positive**
 Erik Hollnagel, *Industrial Safety Chair, École des Mines de Paris, Pôle Cindynique, FRANCE*

15.30 - 15.45 **Discussion**

15.45 - 16.00 **BREAK**

16.00 - 18.45 **PARALLEL SESSION** **Hall 1**

System Reliability, Resilience Engineering and Patient Safety

Chairpersons: Michel Neboit and Tjerk van der Schaaf

16.00 - 16.15 **Learning from Experience - Patient Voices**
 Katarina Stanisic, *CANADA*

16.15 - 16.30 **Improved Patient Safety: Near Misses, Errors and Breaches**
 William Riley, Stanley Davis, *USA*

16.30 - 16.45 **Reporting Systems in Health Care from a Case-By-Case Experience to a General Framework. An Example in Anaesthesia**
 Anne-Sophie Nyssen, *BELGIUM*

16.45 - 17.00 **Exploring Organizational Learning from Near Miss Occurrences in the Health Care System**
 Lianne Jeffs, Ross Baker, Lorelei Lingard, Whitney Berta, *CANADA*

WEDNESDAY

WEDNESDAY



- 17.00 - 17.15 **Incident Reporting Systems: The Point of View of Clinicians in Italian Hospitals**
 Sara Albolino, Riccardo Tartaglia, Enza Amicosante, *ITALY*
- 17.15 - 17.30 **Error Recovery in the ICU Medication Use Process**
 Tosha Wetterneck, Paris Bonnie, Mary Ann Blosky, Randi Cartmill, Jim Walker, Pascale Carayon, *USA*
- 17.30 - 17.45 **Safety Policy Development in an Acute Hospital: A Case Study of Patient Safety Walkrounds**
 Basma AlBuhairan, Aileen McIntosh, Rachel O'Hara, Allen Hutchinson, *UK*
- 17.45 - 18.00 **Reducing Patient Harm Through Interdisciplinary Team Training with In Situ Simulation**
 Stanley Davis, Kristi Miller, William Riley, *USA*
- 18.00 - 18.15 **Requirements for Prospective Risk Analysis in Health Care**
 Marieke Habraken, Tjerk van der Schaaf, *THE NETHERLANDS*
- 18.15 - 18.30 **Impact of Early Warning Score (EWS) in Adult Patients Requiring a Medical Emergency Team (MET) Call**
 Michael Waller, Stephen Murphy, *UK*
- 18.30 - 18.45 **Decision Making in Multidisciplinary Patient Care Teams in Emergency Departments**
 Chiara Guglielmetti, Silvia Gilardi, Gabriella Pravettoni, Gianluca Vago, *ITALY*

16.00 - 18.30 PARALLEL SESSION Hall 2

- Design for Usability of Surgical and Medical Devices**
Chairpersons: Wolfgang Friesdorf and François Jeffroy
- 16.00 - 16.15 **Learning from Experience - Patient Voices**
 Maka Danelia, *GEORGIA*
- 16.15 - 16.30 **The Incorporation of Human Factors-Based Assessments of Medical Technologies into the Work of the Ontario Health Technology Advisory Committee (OHTAC)**
 Anthony Easty, *CANADA*

- 16.30 - 16.45 **Systematic Application of Human Factors and Ergonomics in the Neonatal ICU**
 James Handyside, Gautham Suresh, *CANADA*
- 16.45 - 17.00 **Analyzing Medical Device Error Proneness through Differentiation of Error Components the "Steinfurt Method"**
 Uvo Hoelscher, Kerstin A. Müller, Alexandra Stier, Friedhelm Nachreiner, *GERMANY*
- 17.00 - 17.15 **Ergonomic Challenges in the Design of Anesthesiology Devices, Rules, and Work Organization in Argentina**
 Michelle Aslanides, Eduardo Gallino, *FRANCE*
- 17.15 - 17.30 **Ergonomic Product Development of Biological Safety Cabinets (BSC)**
 Nina Nevala, Risto Toivonen, *FINLAND*
- 17.30 - 17.45 **Simulation of Surgical Telementoring Via Satellite: Technical and Organisational Feasibility Study**
 Dina Notte, Mimouna Rym, Bernard Buntinx, Guy-Bernard Cadiere, Jean Bruyys, Paul van Binst, *BELGIUM*
- 17.45 - 18.00 **Endoscopic Ultrasound Device Assessment Using an Integrated Ergonomics Analysis System for Wrist Posture and Force**
 Aleksandra Browne, John Healy, Leonard O'Sullivan, *IRELAND*
- 18.00 - 18.15 **Medical Product Safety Network: US Food and Drug Administration Working with Hospitals and Other Healthcare Facilities' Risk Managers, Biomedical/Clinical Engineers and Clinical Staff to Shine a Light on Medical Device Safety**
 Marilyn Flack, Tina Powell, *USA*
- 18.15 - 18.30 **Towards a Taxonomy of Medical Device-Related Events**
 Jacob Thommesen, Henning Boje Andersen, *DENMARK*

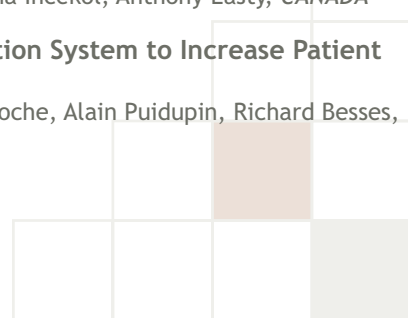


16.00 - 18.30 PARALLEL SESSION Hall 3

Health Care Architecture and Design

Chairpersons: Paul Barach and Kerm Henriksen

- 16.00 - 16.15 **Optimizing Safety by Redesigning the Layout of Emergency Air Ambulances in Ontario, Canada**
 Judith Seary, Vicki LeBlanc, Patricia Trbovich, Anthony Easty, *CANADA*
- 16.15 - 16.30 **Ergonomics Management Program Through the User-Centered Design of Healthcare Furnishings**
 Lina Bonapace, *ITALY*
- 16.30 - 16.45 **Ergonomics for Primary Prevention of Work-Related Stress in an Emergency Department**
 Cristiano Occelli, Margherita Micheletti, Alessandra Re, *ITALY*
- 16.45 - 17.00 **Digital Challenges in Radiology**
 Liam Gallagher, Lone Slagelse Pedersen, *DENMARK*
- 17.00 - 17.15 **Effective or Affective? Integrated Evidence-Based Design Practice - Creating Human-Centered Environments Using a Mixed-Methods Approach**
 Hesham El Marsafawy, *EGYPT*
- 17.15 - 17.30 **Colour Coding: A Way to Prevent Syringe Swap Errors (ssE)**
 Philippe Garnerin, Daniela Tsoncheva, Murielle Ares, Pierre Chopard, Pascal Bonnabry, *SWITZERLAND*
- 17.30 - 17.45 **Using Human Factors Engineering to Develop an Effective Method for Double-Checking of High-Risk Clinical Procedures**
 Rachel White, Pamela Savage, Kathy Trip, Salima Ladak, Heather Colbert, Sylvia Hyland, Anneliis Tosine, Diana Incekol, Anthony Easty, *CANADA*
- 17.45 - 18.00 **Computerised Medical Regulation System to Increase Patient Safety in Overseas Operations**
 William Guessard, Paul-Olivier Miloche, Alain Puidupin, Richard Besses, *FRANCE*



- 18.00 - 18.15 **Experimental Procedure for Functional Assessment of the Human-Wheelchair System Performance**
 Giuseppe Andreoni, Serena Bariani, Francesca Catena, Marco Mazzola, Maria Giovanna Pascoli, Franco Molteni, *ITALY*
- 18.15 - 18.30 **Designing Hospitals to Reduce Harm and Stress of Patients and Providers**
 Francesco Venneri, Paul Barach, Julie Johnson, Blair Sadler, *THE NETHERLANDS*

16.00 - 18.30 PARALLEL SESSION Hall 4

Organizational Culture and Patient Safety 1

Chairpersons: Alessandro Ghirardini and Helmut Strasser

- 16.00 - 16.15 **Organizational Safety Climate Differently Affects on Patient Safety Behavior of Nurses According to the Hospital Scale in Japanese Private Hospitals**
 Takayasu Inoue, Karima Risuke, *JAPAN*
- 16.15 - 16.30 **Experience in the Safer Patients Initiative: A Complex Intervention for Quality Improvement at the Micro and Macro Systems Levels**
 Jonathan Benn, Susan Burnett, Sandra Iskander, Anam Parand, Anna Pinto, Charles Vincent, *UK*
- 16.30 - 16.45 **A Multidimensional Approach to Studying Safety Culture in Health Care**
 Madelyn Law, Dianne Parker, Matthew Lawrie, Ross Baker, *CANADA*
- 16.45 - 17.00 **What Can Health Care Learn from the Petroleum Industry? A Comparative Study of Safety Climate Differences**
 Espen Olsen, *NORWAY*
- 17.00 - 17.15 **Coordinating Self Evaluation and External Evaluation to Promote Change: Regione Lombardia Experience**
 Carlo Ramponi, Filippo Azzali, *ITALY*



WEDNESDAY

- 17.15 - 17.30 **Ergonomics and Ethics: Synergy of Action in the Protection of the Dignity and the Rights of Man. The Experience of the Ethical Committee of the ASL Naples 4**
 Maria Rosaria Romano, ITALY
- 17.30 - 17.45 **Storytelling and Story Analysis: Mechanisms for Creating a Safe Healthcare Experience**
 Francesco Venneri, Paul Barach, Julie Johnson, ITALY
- 17.45 - 18.00 **Comparing Apples and Oranges? Exploring Users' Acceptance of ICT and eHealth Applications**
 Katrin Arning, Martina Ziefle, Jan Arning, GERMANY
- 18.00 - 18.15 **A National Survey on Healthcare Safety Culture in Japan: Analysis of 20,000 Staff Responses from 84 Hospitals**
 Kenji Itoh, Henning Boje Andersen, JAPAN
- 18.15 - 18.30 **Dynamic Analysis and Reorganization in Hospital Using the Clinical Pathway Approach**
 Gert Zülch, Patricia Stock, Jan Hrdina, GERMANY

16.00 - 17.00 SPECIAL SESSION Hall 5

Medication Errors and Safety by Design

Chairperson: Brian Bjørn

- 16.00 - 16.15 **Learning from Experience - Patient Voices**
 Katrine Kirk, DENMARK
- 16.15 - 16.30 **Medication Error in Anaesthesiology**
 Billy Kristensen, DENMARK
- 16.30 - 16.45 **Root Cause Analysis Applied to Medication Errors**
 Anne Marie Hellebek, DENMARK
- 16.45 - 17.00 **New Packaging and Labelling Design for Pharmaceuticals in Danish Hospital Pharmacies**
 Søren Skafte Overgaard, DENMARK



THURSDAY, JUNE 26TH

9.15 - 10.30 PLENARY SESSION Hall 1

Chairperson: Kerm Henriksen

- 9.15 - 9.35 **Learning from Experience - Patient Voices**
 Sara Yaron, *Patients for Patient Safety Champion*, ISRAEL
- 9.35 - 9.55 **Patient Safety and the Role of Physical Environment**
 Elisabeth Broegger Jensen, Beth Lilja Pedersen,
Danish Society of Patient Safety, DENMARK
- 9.55 - 10.15 **Discrepancies Between Medication Orders and Infusion Pump Programming in a Paediatric Intensive Care Unit**
 Matthew Scanlon, *Medical College of Wisconsin*, USA

10.15 - 10.30 Discussion

10.30 - 11.00 BREAK

11.00 - 13.45 PARALLEL SESSION Hall 1

Communicating the Healthcare Experiences

Chairpersons: Silvana Salerno and Lorenzo Sommella

- 11.00 - 11.15 **Learning from Experience - Patient Voices**
 Elena D'Amato, ITALY
- 11.15 - 11.35 **Creating a Service Experience Respectful to the Customer - Contributions of an Artistic Process**
 Christian Mayeur, Basia Kutryba, FRANCE
- 11.35 - 11.45 **Art and Healthcare - Reflections from ESQH**
 Basia Kutryba, POLAND

THURSDAY



- 11.45 - 12.00 **A Risk-Based Framework for Identification of the Unique Patient Safety Needs of Children**
 Matthew Scanlon, Paul Bauer, *USA*
- 12.00 - 12.15 **Anticipatory Medicine: An Essential Component of Patient Safety**
 Andrea Smith, Sally Adams, Susannah Long, Diane Ames, Charles Vincent, *UK*
- 12.15 - 12.30 **www.timeoutintensiva.it: A New Italian Healthcare Website to Promote a New Approach to Intensive Care Unit Problems**
 Salvatore Vasta, Serafina Ardizzone, Maria Francesca Sapuppo, Cecilia Dolcemascolo, Salvina Matranga, Grazia Alia, Diego Bongiorno, Gaspare Grammatico, *ITALY*
- 12.30 - 12.45 **TeamSTEPPS - Strategies and Tools to Enhance Performance and Patient Safety: A Collaborative Initiative for Improving Communication and Teamwork**
 Stephen Powell, *USA*
- 12.45 - 13.00 **How Communications Between Physician and Patient Affect Concordance, Compliance, and Patient Safety in a Canadian Setting**
 Brenda Lovell, Raymond Lee, Céleste Brotheridge, *CANADA*
- 13.00 - 13.15 **Patients, Nurses and Doctors Make Safety Together**
 Andrea Vannucci, Giovanni Paxia, Marcella Gostinelli, Claudia Pinzauti, Patrizia Bucelli, Giovanna Paggi, *ITALY*
- 13.15 - 13.30 **Developing an Interdisciplinary Team Training Program to Improve Staff-Staff Communication**
 Louise Raboel, Kurt Nielsen, Doris Østergaard, *DENMARK*
- 13.30 - 13.45 **Designing Interdisciplinary Simulations Within Health Care: A Literature and Preliminary Observation Study**
 Sindre Høyland, Karina Aase, *NORWAY*



11.00 - 13.30 PARALLEL SESSION Hall 2

Clinical Risk Management and Medical Performances

Chairpersons: Anne Sophie Nyssen and Francesco Venneri

- 11.00 - 11.15 **Learning from Experience - Patient Voices**
 Francesca Moccia, *ITALY*
- 11.15 - 11.30 **The Unified Therapeutic Record as a Tool for Safety Improvement of the Drug Therapy Process in the Azienda Ospedaliero Universitaria Pisana (AUOP)**
 Vincenzo Catalani, Monica Scateni, Spartaco Mencaroni, Marco Bulleri, Cecilia Ugatti, Mauro Giraldi, Gaetano Privitera, Luciana Traballoni, *ITALY*
- 11.30 - 11.45 **Pediatric Pharmacy Workload: Good, Bad, and ... Complicated!**
 Richard Holden, Matthew Scanlon, Samuel Alper, Theresa Shalaby, Audrey Shih-Ying Hung, Ben-Tzion Karsh, *USA*
- 11.45 - 12.00 **Crisis Management for Surgeons - A Training Needs Analysis to Enhance Surgical Performance and Patient Safety**
 Sonal Arora, Nick Sevdalis, Maria Woloshynowych, Debra Nestel, Roger Kneebone, Charles Vincent, *UK*
- 12.00 - 12.15 **Design of a Study on Suboptimal Diagnostic Processes and the Relation with Personal and Circumstantial Factors**
 Laura Zwaan, Daniëlle Timmermans, Abel Thijs, Cordula Wagner, Gerrit van der Wal, *THE NETHERLANDS*
- 12.15 - 12.30 **The Use of Check List in Anaesthesia: The Role of Simulation**
 Anna Levati, Luca Cabrini, Andrea De Gasperi, Michele De Monti, Roberto Fumagalli, Nicola Ladiana, Sergio Vesconi, Luciana Bevilacqua, *ITALY*
- 12.30 - 12.45 **Non-Routine Events (NRE): A Method to Identify Patient Safety Risks**
 Matthew Weinger, Jason Slagle, *USA*
- 12.45 - 13.00 **The Impact of a Quality Improvement and Clinical Risk Management Pilot Initiatives in Three ED of Tuscany Region**
 Paolo Di Martino, Gatta Luigi, Sharon Kleefield, *ITALY*



13.00 - 13.15 Patient Safety in the Operating Room: The Use of Patient Safety Check-lists

Francesco Venneri, Lucia Grazia Campanile, Elisabetta Magnelli, Maria Grazia Barneschi, *ITALY*

13.15 - 13.30 AIDA o LIDIA? A Wristband to Improve Patient Safety: The Experience of the Tuscany Region

Francesco Ranzani, Sara Albolino, *ITALY*

11.00 - 12.15 SPECIAL SESSION

Hall 3

Health IT in Critical Care and Emergency Settings

Chairpersons: Carla Alvarado and Shawna Perry

11.00 - 11.15 Physicians' Pre-implementation Technology Assessment of Ultrasonic Placement of Central Venous Catheters

Carla Alvarado, Kenneth Wood, Pascale Carayon, *USA*

11.15 - 11.30 Safeware: Safety-Critical Computing and Health Information Technology

Robert Wears, Nick Chozos, *USA*

11.30 - 11.45 "It Came from Within: Clinical Impact of Latent IT Failures Upon Patient Safety"

Shawna Perry, Robert Wears, Nick Chozos, *USA*

11.45 - 12.00 A Simulation Study of Patient Tracking Systems

Priyadarshini R. Pennathur, Dapeng Cao, Ann Bisantz, Li Lin, Jennifer L. Brown, Rollin J. Fairbanks, Theresa K. Guarrera, Shawna Perry, Robert L. Wears, *USA*

12.00 - 12.15 Coordination in the ICU and the Relation with Quality of Care and Patient Safety from a Nurse Perspective

Peter Hoonakker, Pascale Carayon, Jim Walker, Tosha Wetterneck, *USA*



11.00 - 13.00 PARALLEL SESSION

Hall 4

Occupational Ergonomics and Health 1

Chairpersons: Steven Hecker and Riccardo Tartaglia

11.00 - 11.15 Assessment and Analysis of Musculoskeletal Risk Perception Among Nurses

Mónica Paz Barroso, Joana Martins, *PORTUGAL*

11.15 - 11.30 Healthcare Quality and Ergonomics in Long-Term Care. Participatory Ergonomics to Implement Changes

Madeleine Estryn-Béhar, Anne-Emilie Ravache, Giuliana Milanini-Magny, Hélène Deslandes, Clémentine Fry, *FRANCE*

11.30 - 11.45 Model for Risk Assessment Related to the Exposure to Static Magnetic Fields Due to MRI Scanner in a Paediatric Setting

Matteo Ritrovato, Vittorio Cannatà, Elisabetta Genovese, Pietro Derrico, Antonio Santoro, Salvatore Zaffina, Francesco Campanella, *ITALY*

11.45 - 12.00 Work Injury Prevention When Working with Bariatric Clients

Jocelyn Villeneuve, *CANADA*

12.00 - 12.15 Improvement Project for the Prevention of Accidental Falls in Older Patients in Hospitals

Donatella Rizzini, Maria Maddalena Freddi, Andrea Macuzzi, Enrico Raggi, *ITALY*

12.15 - 12.30 Rating System of Non-Technical Skills During Surgery

Linda Wauben, Richard Goossens, Daan van Eijk, Johan Lange, *THE NETHERLANDS*

12.30 - 12.45 Fostering Well-Being in Emergency Rescuers Workers

Massimiliano Spano, Sabrina Montagna, Gian Piero Quagliano, *ITALY*

12.45 - 13.00 Conceptualizing Barriers to Incident Reporting: A Psychological Framework

Yvonne Pfeiffer, Simon Foster, Matthias Briner, Theo Wehner, Tanja Manser, *SWITZERLAND*



Scientific Programme

11.00 - 13.00 PARALLEL SESSION Hall 5

Methods for Benchmarking of the Best Practices

Chairpersons: Basia Kutryba and Silvana Simi

11.00 - 11.15 Use of the Six Sigma Methodology in the Health Care Sector: A Model

John Kalblinger, Ram Bishu, USA

11.15 - 11.30 Management of the Risk related to Legionella Colonization of the Water Network in a University Hospital: A Five-Year Experience

Beatrice Casini, Paola Valentini, Angelo Baggiani, Francesca Battisti, Cecilia Ugatti, Chiara Lorenzini, Anna Costa, Gaetano Privitera, ITALY

11.30 - 11.45 Implicit and Explicit Retrospective Case Note Review - Two Sides of the Same Coin?

Allen Hutchinson, Joanne Coster, Katy Cooper, Aileen McIntosh, Peter Bath, Stephen Walters, Michael Pearson, UK

11.45 - 12.00 Critical analysis of the therapeutical process in the Unit of Oncology of the "Ospedali Riuniti della Valdichiana", Health Unit of Siena, Using the Methodology FMEA/FMECA (Failure Mode and Effects Analysis / Failure Mode and Critical Effects Analysis)

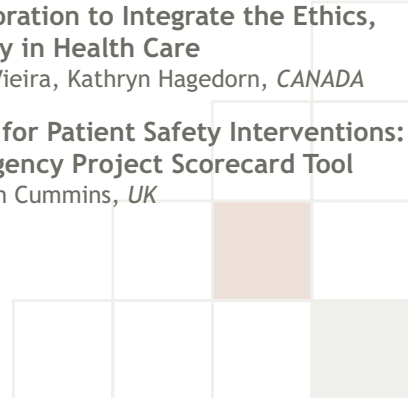
Concetta Liberatore, Marinella Calabria, Roberta Pinzuti, Virna Talozzi, Luca Scali, Sara Albolino, Sergio Crispino, ITALY

12.00 - 12.15 Through the Eyes of Practitioners: Adapting Visual Research Methods from Ecological Restoration to Integrate the Ethics, Science, and Practice of Safety in Health Care

Patricia Marck, Eric Higgs, Edgar Vieira, Kathryn Hagedorn, CANADA

12.15 - 12.30 Building Up an Evidence-Base for Patient Safety Interventions: The National Patient Safety Agency Project Scorecard Tool

Nick Sevdalis, Tanya Huehns, Ewen Cummins, UK



Creating and designing the healthcare experience

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12.30 - 12.45 The Italian Ministry of Health Care Project for Patient Safety: Information for a Better Risk Management and Risk Insurance Mix

Gianmario Raggetti, ITALY

12.45 - 13.00 Preliminary Results of "The 5 Million Lives Campaign"

Massimiliano Raponi, Gaetano Ciliento, Elisa Romiti, Marta Ciofi degli Atti, Tommaso Angiano, ITALY

14.00 - 15.45 PLENARY SESSION Hall 1

Chairperson: Oronzo Parlangei

14.00 - 14.20 Learning from Experience - Patient Voices

Margaret Murphy, Patients For Patient Safety Champion, IRELAND

14.20 - 14.40 Reliability and Resilience in Surgery

Charles Vincent, Professor of Clinical Safety Research & Director Centre for Patient Safety and Service Quality, Imperial College London, UK

14.40 - 15.00 Participatory Ergonomics in Health Care. Methods to Implement Changes Deriving From a Broad Statistical Analysis

Madeleine Estryn-Béhar, Hotel Dieu, Assistance Publique Hôpitaux de Paris, France

15.00 - 15.15 Discussion

International Conference

15.15 - 15.45 POSTER AWARDS

Healthcare Systems Ergonomics and Patient Safety 2008

15.45 - 16.00 BREAK



16.00 - 18.00 PARALLEL SESSION Hall 1

Human-Computer Interaction and Usability

Chairperson: Matt Scanlon

- 16.00 - 16.15 **Computerized Prescription System: Implications of a Technological System Shift on Intensive Care Units**
 Marc-Eric Bobillier-Chaumon, Melisa Clark, *FRANCE*
- 16.15 - 16.30 **Patient Technology Acceptance Model (PTAM) - Exploring the Potential Characteristics of Consumer Health Information Technology Acceptance by Home Care Patients with Chronic Illness**
 Calvin Or, Ben-Tzion Karsh, Dolores Severtson, Patricia Flatley Brennan, *USA*
- 16.30 - 16.45 **Involving Patients and Clinicians in the Design and Implementation of Emergency Department Technologies**
 Patricia Trbovich, Anjum Chagpar, Deborah Chan, *CANADA*
- 16.45 - 17.00 **Using Simulation to Promote Team-Based Disclosure of Errors: Implications for the Organizational Practice**
 Sherry Espin, Lianne Jeffs, Lorelei Lingard, Maria Maione, Olga Gladkova, Lisa Rorabeck, *CANADA*
- 17.00 - 17.15 **Consumer Health IT Design: Human Factors Considerations for Devices and Systems Used in the Home**
 Teresa Zayas Caban, Brian E. Dixon, *USA*
- 17.15 - 17.30 **Violation Prevalence After Introduction of a Bar Coded Medication Administration System**
 Samuel Alper, Richard Holden, Matthew Scanlon, Neal Patel, Kathleen Murkowski, Theresa M. Shalaby, Ben-Tzion Karsh, *USA*
- 17.30 - 17.45 **Challenges and Problem-Solving Strategies During Medication Management: A Study of a Pediatric Hospital Before and After Bar-Coding**
 Richard Holden, Samuel Alper, Matthew Scanlon, Kathleen Murkowski, A. Joy Rivera, Ben-Tzion Karsh, *USA*
- 17.45 - 18.00 **Heart Monitor User Interface Characteristics and an Unnoticed Patient Death in the Emergency Department**
 Rolling J. Fairbanks, Stanley H. Caplan, James M. Hildebrand, *USA*

16.00 - 18.15 PARALLEL SESSION Hall 2

Occupational Ergonomics and Health 2

Chairpersons: Richard H. M. Goossens and Michel Neboit

- 16.00 - 16.15 **Development and Evaluation of a Model for a Home Care Ceiling Lift Program in BC**
 Nancy Paris, Ryan Kanigan, Georgina Hackett, Christine Flegal, Lori Strom, Chris Back, Ari Goelman, James Watzke, Annalee Yassi, *CANADA*
- 16.15 - 16.30 **Assessment Prevalence of Musculoskeletal Disorders Among Nurses of Kashan's Hospitals in 2006**
 Abbas Bahrami, Hossein Akbari, *IRAN*
- 16.30 - 16.45 **Implementation of an Ergonomic Program Designed to Prevent Back Pain: Explaining Discrepancies Between Healthcare Organizations**
 Diane Berthelette, Nicole Leduc, Henriette Bilodeau, *CANADA*
- 16.45 - 17.00 **Risk Assessment During Patients' Transferring and Assisting in Healthcare Workers; An Alternative Method**
 Edda Capodaglio, Francesco Draicchio, *ITALY*
- 17.00 - 17.15 **Patient Involvement in Safety: Do Patients Want to be Involved?**
 Rachel Davis, Michael Elkin, Nick Sevdalis, Charles Vincent, *UK*
- 17.15 - 17.30 **The Efficacy of a Universal Intervention in Reducing Biomechanical Workloads of Hospital Nurses**
 Netta Abraham Bar-Niv, Navah Ratzon, *ISRAEL*
- 17.30 - 17.45 **Biomechanical Analysis of Patient-Transfer Activities for the Prevention of Spine-Related Hazards of Healthcare Workers**
 Matthias Jaeger, Norbert Wortmann, Stefan Kuhn, Alwin Luttmann, Dolly Group, *GERMANY*
- 17.45 - 18.00 **Determinants of Success of Primary Preventive Interventions Aimed at Patient Handling: A Systematic Review**
 Elin Koppelaar, Hanneke Knibbe, Harald Miedema, Alex Burdorf, *THE NETHERLANDS*



18.00 - 18.15 **Assessing the Gap Between the Design and the Delivery of an Ergonomic Training Program for Safe Patient Handling**
 Nicole Leduc, Diane Berthelette, Henriette Bilodeau, *CANADA*

16.00 - 17.15 SPECIAL SESSION Hall 3

New Technologies and Ergonomics in Operating Theatre
Chairpersons: Giacinto Nanni and Mauro Rossi

16.00 - 16.15 **Medical Devices: Safety and Ergonomics**
 Moreno Busolin, *ITALY*

16.15 - 16.30 **A New Concept for Safety of Laparoscopic Instruments**
 Nicola Di Lorenzo, Luca Iezzi, Achille L. Gaspari, *ITALY*

16.30 - 16.45 **Biomechanical Analysis of the Surgical Performance in Minimally Invasive Surgery**
 Andrea Pietrabissa, *ITALY*

16.45 - 17.00 **Quality and Risk Management: Common Purpose**
 Stefano Bartoli, *ITALY*

17.00 - 17.15 **Surgical Error 2008: How Much Unavoidable, How Much Useful, How Much Punishable?**
 Salvatore Massa, Vincenzo Orsini, Riccardo Calabria, *ITALY*

16.00 - 18.30 PARALLEL SESSION Hall 4

Organizational Design of Healthcare Systems
Chairpersons: Sara Albolino and Richard Cook

16.00 - 16.15 **Learning from Experience - Patient Voices**
 Evangelina Curiel Vazquez, *MEXICO*

16.15 - 16.30 **The Real Practice of the Tuscany's Regional System for Patient Safety Management: The Results of the First Two Years 2005-2006**
 Riccardo Tartaglia, Tommaso Bellandi, Sara Albolino, Francesco Ranzani, Matteo Fiorani, Michela Tanzini, *ITALY*

16.30 - 16.45 **ICU Nurse Medication Management: Decision-Making in a Complex Environment**
 Hélène Faye, Pascale Carayon, Ben-Tzion Karsh, A. Joy Rivera, Mary Ellen Murray, Matthew Scanlon, Chris Baker, *USA*

16.45 - 17.00 **A Multi-Method Approach to Modelling and Assessing Decision-Making in Surgery**
 Nick Sevdalis, Jacklin Rosamond, Undre Shabnam, Mary Koutantji, Ara Darzi, Charles Vincent, *UK*

17.00 - 17.15 **An Error in the Laboratory Process for the Assessment of Potential Donor for Organ Transplant: An Opportunity for Improvement**
 Kypa Ngoyi Ngongo, Furio Parri, Manuela Benelli, Gianni Messeri, *ITALY*

17.15 - 17.30 **Implementing a New Organisational Model in AOU Careggi Teaching Hospital to Improve Clinical Risk Management and Medical Performances**
 Lucia Grazia Campanile, Guido Grignaffini, Luigi Bechi, Maria Concetta D'Alessio, Costanza Conti, Mauro Marabini, *ITALY*

17.30 - 17.45 **Patient Safety Risks Related to Technological Changes in Health Care - The Issue of Changing Responsibilities**
 Teemu Reiman, Elina Pietikäinen, Pia Oedewald, *FINLAND*

17.45 - 18.00 **A New Solution to Avoid Overcrowding in Emergency Departments**
 Carlo Rinaldo Tomassini, Marco Nerattini, Alessandra Porri, Vanna Peruzzi, Cristina Busoni, Cristina Lenzi, Maria Serena Verzuri, *ITALY*

18.00 - 18.15 **Participatory Development of Clinical Pathways in a Small, Rural Hospital in Germany: Selected Evaluation Outcomes**
 Harald Weber, Annette Blaudszun-Lahm, Klaus J. Zink, *GERMANY*

18.15 - 18.30 **The Impact of Role-Based Goals on Information Management and Clinical Problem Perception**
 Charlene Weir, *USA*

THURSDAY

THURSDAY

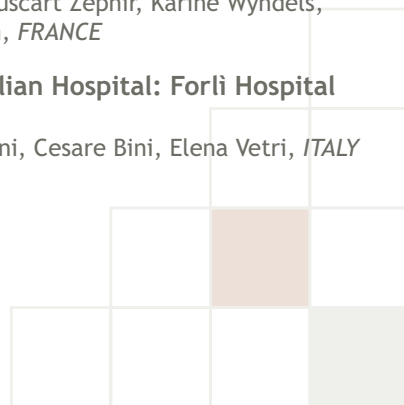


16.00 - 18.00 PARALLEL SESSION Hall 5

Error Analysis Methods

Chairpersons: Sebastiano Bagnara and Erik Hollnagel

- 16.00 - 16.15 **Learning from Experience - Patient Voices**
 Katrine Kirk, DENMARK
- 16.15 - 16.30 **An Integrated Safety Management System: Integration of Prospective Risk Analysis and Retrospective Incident Analysis**
 Tjerk van der Schaaf, Marieke Habraken, THE NETHERLANDS
- 16.30 - 16.45 **Process and Risk Analysis for Risk Management in Laboratory Medicine**
 Chiara Signori, Gaia Mirandola, Pierangelo Bonini, ITALY
- 16.45 - 17.00 **Analyzing Human Errors: Reactive and Proactive Methods**
 Louise Raboel, Jensen Elisabeth Broegger, DENMARK
- 17.00 - 17.15 **Analysis of Risk Management Models in Health Enterprises**
 Matteo Ritrovato, Salvatore Zaffina, Antonio Santoro, Vittorio Cannatà, Maria Grazia De Cesaris, Pietro Derrico, ITALY
- 17.15 - 17.30 **Preliminary Evaluation of an Audit Tool for Unexpected In-Hospital Deaths in Medical Patient**
 Stephen Murphy, Michael Waller, UK
- 17.30 - 17.45 **Toward Automatic Detection and Prevention of Adverse Drug Events**
 Nicolas Leroy, Marie Catherine Beuscart Zephir, Karine Wyndels, Pierre Falzon, The PSIP Consortium, FRANCE
- 17.45 - 18.00 **Medication Management in Italian Hospital: Forlì Hospital Experience**
 Simona Bianchi, Maria Grazia Stagni, Cesare Bini, Elena Vetri, ITALY



FRIDAY, JUNE 27TH

9.00 - 10.00 PLENARY SESSION Hall 1

Chairperson: Sebastiano Bagnara

- 9.00 - 9.20 **Learning from Experience - Patient Voices**
 Jolanta Bilinska, Patients for Patient Safety Champion, POLAND
- 9.20 - 9.40 **Patient Safety and Information Technology: The Role of Human Factors**
 David Bates, Chief, General Internal Medicine, Brigham and Women's Hospital, USA
- 9.40 - 10.00 **Discussion**
- 10.00 - 10.30 **BREAK**

10.30 - 13.00 PARALLEL SESSION Hall 1

Organizational Culture and Patient Safety 2

Chairperson: Tommaso Bellandi

- 10.30 - 10.45 **Learning from Experience - Patient Voices**
 Silvana Simi, ITALY
- 10.45 - 11.00 **What is it About Doctors and Learning from Undesired Events?**
 Karina Aase, Lene Lie, NORWAY
- 11.00 - 11.15 **Patient Safety = Systems Safety: Using a Sociocultural Framework for Targeting Approaches to Patient Safety**
 Markus Feufel, Valerie Shalin, USA
- 11.15 - 11.30 **Patient Safety Culture - A Multilevel Construct**
 Teemu Reiman, Pia Oedewald, Elina Pietikäinen, FINLAND
- 11.30 - 11.45 **Quality and Safety in Oral Anticoagulant Therapy: The Project Farmamemo for Patient Empowerment and Continuity of Care**
 Michela Tanzini, Tommaso Bellandi, Francesco Ranzani, Luciana Pazzagli, Margherita Rinaldi, Daniela Poli, Gianpiero Mazzaglia, Elena D'Amato, ITALY



Scientific Programme

- 11.45 - 12.00 **Developing Organisational Cultures to Promote Patient Safety**
Kathryn Charles, Lorna McKee, *UK*
- 12.00 - 12.15 **Error and Risk Antecedent Statistical Monitoring in Healthcare**
Paolo Trucco, Michela Cavallin, Pasquale Chiarelli, Francesco Lorenzi, *ITALY*
- 12.15 - 12.30 **Flying with Doctors: Experiences with the Application of 6 Techniques from Aviation Industry in the Rotterdam Eye Hospital**
Dirk De Korne, Frans Hiddema, Fred Bleeker, Niek S. Klazinga, *THE NETHERLANDS*
- 12.30 - 12.45 **Reliability Assessment by Radiotherapy Professionals**
Adelaide Nascimento, Pierre Falzon, *FRANCE*
- 12.45 - 13.00 **Clinical Risk Management and Patients Security: "Error Perception and Risk Prevention in Emergency Department"**
Lorenzo Brunetti, Angela Brandi, Giovanni Becattini, *ITALY*

10.30 - 12.15 PARALLEL SESSION Hall 2

Safety by design

Chairpersons: Lina Bonapace and Sandrine Caroly

- 10.30 - 10.45 **Surgeon Centre Design: Ergonomic Evaluation Methods on Computer Aided Surgery**
Laura Anselmi, Marita Canina, Pietro Cerveri, Nicola Lopomo, Maurilio Marcacci, *ITALY*
- 10.45 - 11.00 **Improving Prescription Drug Warning Icons and Instructions**
Michael Wolf, Jennifer Webb, *USA*
- 11.00 - 11.15 **Fundamental Principles and Recommendations for the Prevention of Back Illnesses in Healthcare Professionals**
Jean-pierre Meyer, Irene Kunz-vondracek, Barbara Beck, Yves Gary, Stefan Kuhn, Wolfgang Meir, Siegfried Sandner, *FRANCE*

Creating and designing the healthcare experience

June 25/27, 2008
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- 11.15 - 11.30 **Bar Code Medication Administration: Experiences in the U.S. Department of Veterans Affairs (VA)**
Janine Purcell, *USA*
- 11.30 - 11.45 **Enhanced Prescription Drug Label Design to Improve Patient Understanding and Use**
Stacy Cooper Bailey, Terry C. Davis, Michael Wolf, *USA*
- 11.45 - 12.00 **The Pragmatics of Patient Identification**
Valentina Lichtner, Julia Galliers, Stephanie Wilson, *UK*
- 12.00 - 12.15 **The Demand of Footwear for the Patients With Rheumatoid Arthritis**
Yu-Cheng Lin, De-Yuan Chen, *TAIWAN*

10.30 - 11.30 SPECIAL SESSION Hall 3

What Human Factors Research for Patient Safety?

Chairperson: Pascale Carayon

- 10.30 - 10.45 **Human Factors Engineering Research for Patient Safety**
Pascale Carayon, *University of Wisconsin-Madison, USA*
- 10.45 - 11.00 **Patient Safety, Technology Transfer and Activity Analysis**
Pierre Falzon, *FRANCE*
- 11.00 - 11.15 **Optimization of a Medication Administration Socio-Technical System: Benefits of a Human Factors Engineering Approach**
Marie-Catherine Beuscart-Zéphir, Sylvia Pelayo, Nicolas Leroy, *FRANCE*
- 11.15 - 11.30 **The Experimental-OR in Tuebingen - Scientific Background and Introduction of the Institution**
Ulrich Matern, *GERMANY*



10.30 - 11.30 SPECIAL SESSION Hall 4

The EU-Funded SafeChemo Project: An Innovative Approach to Increase Safety in Oncology Compounding

Chairperson: Charles Vincent

10.30 - 10.45 Introduction to the SafeChemo Project and Technology

Vagn Handlos, DENMARK

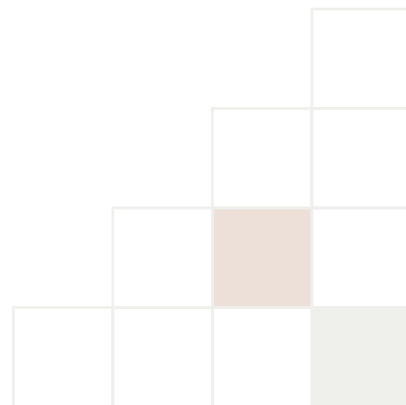
10.45 - 11.00 The SafeChemo Validation Protocol

Alicia Tavella, ITALY

11.00 - 11.15 Preliminary Validation Results from the Three Pilot Sites

Ann Jacklin, UK

11.15 - 11.30 Questions and answers



10.30 - 13.00 JOINT CONFERENCE Hall 5

Organized by: Italian National Institute of Health and Gutenberg sicurezza in sanità

Innovation, Research and Role of Professionals for Patient Safety.

Net-WORKING for Patient Safety

Announcement of the 3rd European Forum on Risk Management and Patient Safety

Chairperson: Vasco Giannotti, Gutenberg sicurezza in sanità, President

10.30 - 11.10 **1st SESSION - Round Table Discussion: Patient Safety in Italy**

Monica Bettoni, Italian National Institute of Health, Director General

Alessandro Ghirardini, Office III, Italian Ministry of Welfare

Aldo Ancona, AGENAS, Director General

Stefano Signorini, ISPESL, Scientific Director

Vasco Giannotti, Gutenberg sicurezza in sanità, President

Giancarlo Liunbruno, Centro Nazionale Sangue, Italian National Institute of Health

11.10-11.50 **2nd SESSION - Three Risk Management Regional Projects in the Health Sector**

Joint Committee Establishment for Care Safety:

Venetian Health Unit 12 experience

Cristina Potì, Venetian Health Unit 12

Retrospective Study Within Social Health Districts n. 3 and 4: Understanding Risk Related to Quality of Diagnostic and Therapeutic Services

Domenico Angelo Colasanto, Health Unit 1 Taranto, Director General

Clinical Risk Management in the Local Health Authorities of Lazio Region: Instrument for Healthcare Quality

Regione Lazio, Scientific Director

11.50- 13.00 **3rd SESSION - Round Table Discussion: Technologies for Patient Safety**

Alessandro Dotti, Telecom Italia

Keith, Panasonic

Ettore Sala, Lait Lazio, Scientific Director



14.00 - 15.15 SPECIAL SESSION Hall 1

Why Apologize When a Patient Has Been Harmed?

Chairperson: Basia Kutryba

- 14.00 - 14.05 **Introduction**
Vinnie Andersen, Britt Wendelboe, DENMARK
 - 14.05 - 14.20 **Film: Listen to Us! A Film About the Danish Patient Safety Champion**
 - 14.20 - 14.35 **"They Wouldn't Even Talk With Us!" A Patient Safety Champion's Experience**
Eva Simonsens, DENMARK
 - 14.35 - 14.50 **Patient Safety Champions as Icebreakers for a Policy of Open Disclosure**
Vinnie Andersen, Britt Wendelboe, DENMARK
 - 14.50 - 15.15 **Why is it So Difficult to do the Right Thing? Recommendations for an Open Disclosure Policy**
Elisabeth Broegger Jensen, Beth Lilja Pedersen, DENMARK
- Barriers Against Open Disclosure and How to Overcome Them.
 What was Difficult - What was Easy? Experiences from Denmark
- Round Table Discussions about Themes Like National Initiatives,
 Barriers and how to Overcome them, Patient and Family Members Experiences
- Conclusions**
 Vinnie Andersen, Elisabeth Broegger Jensen, Beth Lilja Pedersen, Britt Wendelboe, DENMARK

14.00 - 15.15 SPECIAL SESSION Hall 2

Preoccupation with Failure

Chairperson: Robert Wears

- 14.00 - 14.15 **Free Fall**
Robert Wears, University of Florida, USA

- 14.15 - 14.30 **The MARKnockout Case**
Richard Cook, University of Chicago, USA
- 14.30 - 14.45 **The Role of Communication During Lab and Radiology Error Handling**
Nick Chozos, Robert L Wears, Shawna Perry, UK
- 14.45 - 15.00 **Usability Falls in Cardiac Monitoring**
Rolling J. Fairbanks, Stanley H. Caplan, James M. Hildebrand, USA
- 15.00 - 15.15 **Finding Safety in Failure: Contrasting Cases of Transitions in Care**
Shawna Perry, Robert L. Wears, USA

14.00 - 15.00 PARALLEL SESSION Hall 3

Systems Approaches to Patient Safety

Chairpersons: Pascale Carayon and Richard Holden

- 14.00 - 14.15 **Controlling Complexity in Health Care**
Frank Drews, USA
- 14.15 - 14.30 **Point and Counterpoint in the Pursuit of Patient Safety**
Kerm Henriksen, USA
- 14.30 - 14.45 **Systems Approaches in Healthcare: Patient Safety Case Studies Involving CWA**
Peter Buckle, UK
- 14.45 - 15.00 **A Multilevel Open Systems Approach to Patient Safety**
Ben-Tzion Karsh, USA

14.00 - 15.00 SPECIAL SESSION Hall 4

Safety by Product Design

Chairperson: Richard Goossens and Francesco Ranzani

- 14.00 - 14.15 **Surgeon's Cockpit: A Research Program to Improve Safety in the Operation Room - Lessons Learned After 3 Years**
Richard Goossens, Martine van Veelen, THE NETHERLANDS

FRIDAY

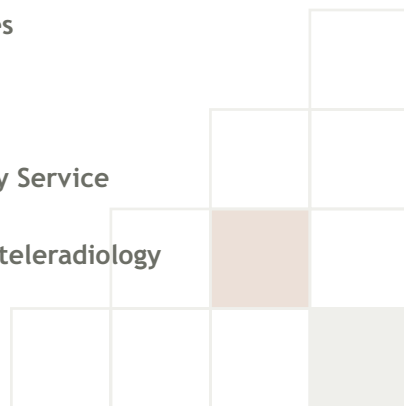
FRIDAY



- 14.15 - 14.30 **Workflow Development to Allow Early User Guidance of Emerging Image Guidance Technologies**
 Adinda Freudenthal, Thomas P. Stüdeli, Valentin Sojar, Edwin van der Linden, Peter M.T. Pattynam, *THE NETHERLANDS*
- 14.30 - 14.45 **Coping with Different Roles in Intensive Care Nursing: Design Implications for Nursing Informatics Applications**
 Marijke Melles, Adinda Freudenthal, Addie Bouwman, Chris Snijders, Huib de Ridder, *THE NETHERLANDS*
- 14.45 - 15.00 **LED versus Xenion Surgical Lights: Product Evaluation During Surgery**
 Linda Wauben, Armağan Albayrak, Huib de Ridder, Jack Jakimowicz, *THE NETHERLANDS*

14.00 - 15.30 SPECIAL SESSION Hall 5

- Ergonomics and Patient Safety Aspects in Teleradiology**
Chairpersons: Tommaso Bellandi and Franco Vimercati
- 14.00 - 14.15 **European Standard for Occupational and Patient Safety**
 Giuseppe Ruocco, *ITALY*
- 14.15 - 14.25 **The Critical Point of Information Technology Systems**
 Alessandro Roncacci, *ITALY*
- 14.25 - 14.35 **Clinical Risk Management in Teleradiology**
 Corrado Bibbolino, *ITALY*
- 14.35 - 14.45 **Usability of Biomedical Devices**
 Lina Bonapace, *ITALY*
- 14.45 - 14.55 **Political and Legal Issues**
 Ilan Rosenberg, *ITALY*
- 14.55 - 15.05 **Malpractice Risk of a Radiology Service**
 Massimo Cristofaro, *ITALY*
- 15.05 - 15.15 **The S.I.R.M. statement about teleradiology**
 Stefano Canitano, *ITALY*
- 15.15 - 15.30 **Conclusions**



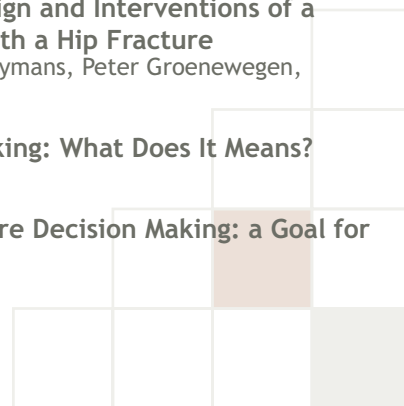
15.30 - 16.30 PLENARY SESSION Hall 1

- Closing Ceremony**
Chairpersons: Waldemar Karwowski and Monique Lortie
- 15.30 - 15.50 **A Political Proposal for Patient Safety in EU**
 Ignazio Marino, *Health Commission Senate - Italy*
- 15.50 - 16.10 **Future challenges for HEPS 2011**
 Sebastiano Bagnara, *University of Sassari-Alghero - Italy*
- 16.10 - 16.30 **Final Remarks**
 Pascale Carayon, *Secretary General of International Ergonomics Association - USA*



PEOPLE

1. **Time in Our ICU. Why do Intensivists Always Work in “Top Gear”?**
 Serafina Ardizzone, Maria Francesca Sapuppo, Romano Tetamo, Diego Bongiorno, Stefano Dell’Aera, Maria Fobert Veutro, Marcello Vasta, Maurizio Crispi, *ITALY*
2. **Healthcare Conflict among Protection, Participation and Risk Management: the Experience of Tuscany Region**
 Manuele Bellonzi, *ITALY*
3. **Open the Door in the ICU: The Way to Make It?**
 Luca Bucciardini, Ilaria Bacci, Paola Innocenti, *ITALY*
4. **Risk of Accident in Moving the Patient and Muscle-Skeletal Disturbances (DMSL)**
 Donatella Camerlengo, Francesco Mazza, Alessandra Antocicco, Lucio Visconti, Maria Rosaria Troisi, Rosa D’Amelio, Giovanni Canfora, Roberto Landolfi, *ITALY*
5. **Manual Handling of Bariatric Patients**
 Edda Capodaglio, Francesco Draicchio, Paolo Capodaglio, *ITALY*
6. **Assesment of Physiological Loads and Subjective Discomforts for Wearing N95 Facemask**
 Wen-Hsin Hsu, Wei-Chieh Liu, *TAIWAN*
7. **Leveraging Safer Nursing Care at the Microsystem Level by Conceptualizing Near Misses as Recovery Patterns: Findings from a Qualitative Study**
 Maria Maione, Lianne Jeffs, Kathleen MacMillan, Dyanne Affonso, *CANADA*
8. **Patient Safety and Complex Care: Design and Interventions of a Research Program for Elderly Patients with a Hip Fracture**
 Hanneke Merten, Cordula Wagner, Monique Heymans, Peter Groenewegen, *THE NETHERLANDS*
9. **Patients’ Participation to Decision-Making: What Does It Means?**
 Vanina Mollo, *FRANCE*
10. **Informed and Involved Patients in Care Decision Making: a Goal for Management and Clinicians**
 Anna Maria Murante, Sabina Nuti, *ITALY*



11. To Share or not to Share: Physicians and Patients Approaching the Clinical Uncertainty

Gabriella Pravettoni, Claudio Lucchiari, Gianluca Vago, *ITALY*

12. Age Perspectives on the Usefulness of Different E-Health Application

Martina Ziefle, *GERMANY*

13. What is the Problem? Age or Technology?

Martina Ziefle, Eva-Maria Jakobs, *GERMANY*

14. Patient Safety in the Operating Room: "Sign your site" procedure

Francesco Venneri, Lucia Grazia Campanile, Elisabetta Magnelli, Maria Grazia Barneschi, *ITALY*

15. A Retrospective Study on the Incidence, Causes and Consequences of Diagnostic Adverse Events

Laura Zwaan, Daniëlle Timmermans, Cordula Wagner, Martine de Bruijne, Abel Thijs, Gerrit van der Wal, *THE NETHERLANDS*

ORGANIZATION

16. Cognitive Work Analysis: A Systems Approach to Patient Safety

Janet Anderson, Peter Buckle, Rosemary Lym, *UK*

17. Integrating Human Factors in Risk Management: Lessons Learnt in French Western Hospitals

Laurent Brami, Marie-Christine Moll, *FRANCE*

18. Does Process Quality Predict Product Quality in Health Care: A Case Study

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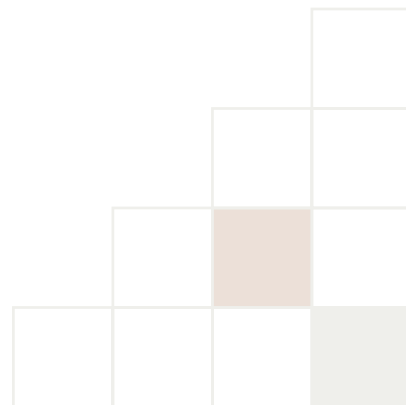
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Oral presentations

All conference rooms will be provided with personal computers for enabling the videoprojection 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) and handed in to the technical assistant of the hall appointed for presentation, if possible the day before or at least an hour before the beginning of the session, to ensure that presentation and format are in order. 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):

Wednesday, June 25 - ref. no. 657

Thursday, June 26 - ref. no. 659

Friday, June 27 - ref. no. 660

ECM credits have also been requested for Italian participants:

Wednesday, June 25 - 8023583

Thursday, June 26 - 8023588

Friday, June 27 - 8023589

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.

Poster presentations

Posters will be displayed in the Poster Exhibit Area on the 1st floor, in the Forum Hall.

Poster authors will be available for congress participants who wish to discuss more in depth the contents of the poster's scientific work, during coffee and lunch breaks.

The final allocation of poster panels corresponds to the poster number as listed on pages 34-42

Posters must be affixed to panels on the morning of June 25th, from 9.00 to 10.30 and should remain posted throughout the *whole duration of the conference*. These may be removed at the end of the conference, after the Closing Ceremony, June 27th at 16.30.

Poster panel sizes are 0.94 m wide x 2.39 m long, so posters must be made to fit within these dimensions.

“HEPS MADNESS”!

A short blast of poster presentations
 (June 25th 14.00-14.30)

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

POSTER AWARDS

The 3 most voted posters will be awarded during the plenary session on June 26th at 15.15-15.45.

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 26th 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.

General Information

Creating and designing the healthcare experience

June 25/27, 2008
 Strasbourg, the Convention and Conference Centre



Congress Venue

Palais de la Musique et des Congrès
 Place de Bordeaux
 FR - 67082 STRASBOURG
 France

Registration Desk

The registration desk will be open during congress hours:
 Wednesday, June 25 9.00-19.00
 Thursday, June 26 8.30-18.30
 Friday, June 27 8.30-16.30

Registration fee

	(inclusive of VAT 19.6%)	(not inclusive of VAT 19.6% exclusively for French attendees in possession of VAT)
<i>Member delegate</i>	Euro 515,00	Euro 430,61
<i>Non Member delegate</i>	Euro 635,00	Euro 530,94
<i>Student delegate</i>	Euro 325,00	Euro 271,74
<i>Daily registration fee</i>	Euro 215,00	Euro 179,77
<i>Accompanying person</i>	Euro 125,00	Euro 104,52

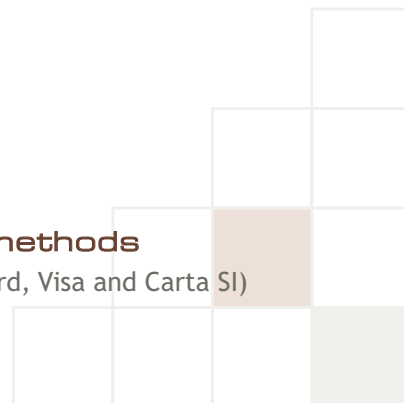
Delegate registration fee includes:

- Conference kit
- Access to all scientific sessions
- Access to scientific exposition area
- Lunch box
- CD of Proceedings

Name changes are not allowed.

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.

Official Language

The official language of the congress is English. Simultaneous translations are not provided.

Stand Exhibit

The exhibit area is located on the 1st floor, in the Forum Hall, and will be open to all registered participants for the whole duration of the congress.

Congress Badge

Only registered participants wearing a the congress badge will be allowed to attend the scientific sessions and into the poster/scientific exhibit area. Congress badges will be distinguished as follows:

Participants *Transparent*
Exhibitors *Blue*

CD of proceedings

A CD of proceedings will be distributed, in the congress bag, to each registered participant.



The use of portable phones is forbidden inside conference rooms.



Smoking is not allowed inside congress venue

Acknowledgements



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Clinical Risk Management and Patient Safety Center
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AAROI - Associazione Anestesiisti Rianimatori Ospedalieri Italiani, Italy
 ANSSR - Agency for Healthcare Research and Quality, Italy
 AHRQ - Agency for Healthcare Research and Quality, USA
 AIIC - 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
 ESCP - European Society of Clinical Pharmacy, EU
 ESQH - European Society for Quality in Healthcare, EU
 Federation of the European Ergonomics Societies
 FISM - Italian Federation of Medical Scientific Societies, Italy
 FNOMCeO - Federazione Italiana Ordine dei Medici-Chirurghi e Odontoiatri, Italy
 Harvard Medical International, USA
 Health Agency of Empoli, Tuscany, Italy
 IPASVI - Italian National Federation of Nurses, Italy
 ISQua - International Society for Quality in Healthcare
 Italian Clinical Risk Management Society, Italy
 IUPHAR - The International Union of Basic and Clinical Pharmacology
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 NPSA National Patient Safety Agency - NHS, UK
 NPSF National Patient Safety Foundation, USA
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