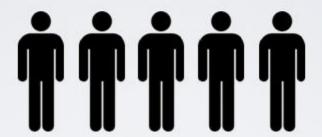
theta 4th Annual "Knowledge Translation to Policy Day": Early HTA

Wednesday, May 29th, 2013
Patricia Trbovich



WHAT IS HUMAN FACTORS?



- The study of how people interact physically and psychologically with products, tools, procedures, and processes
- · Working to make the environment function in a way that seems natural to people

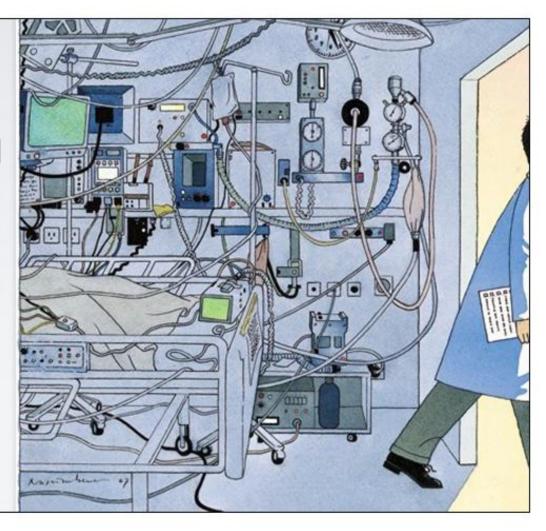
HUMAN FACTORS: MULTIDISCIPLINARY

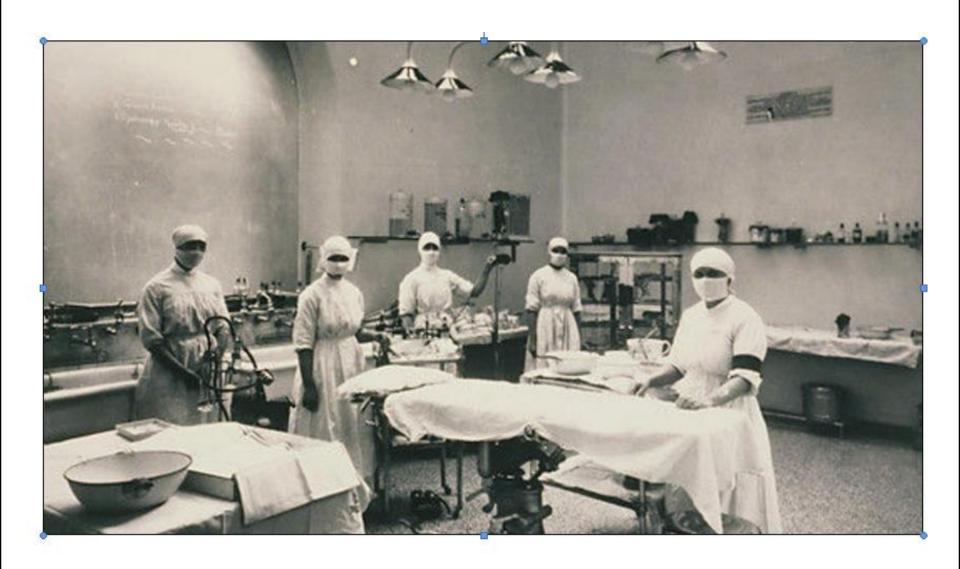


- Engineers
- Cognitive Psychologists
- · Industrial Designers
- Graphic Designers

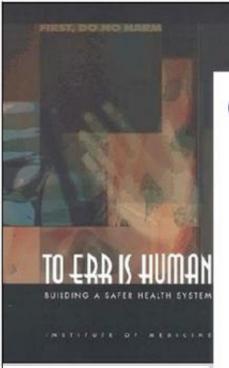
"Medicine has become the act of managing extreme complexity- and a test of whether such complexity can, in fact, be humanely mastered"

-Atul Gawande, The Checklist Manifesto, 2009









CMAJ

170 nc. II doi: 1U.I5U31cmal.I0101Y8 © 2011 Ottlades Modi Cit. Societ on or it Licen ors All editorio I m: lttcr in CIDI represent; the opinion the outhor those of the Canadian Maninal Association

Research article

I'he Canadian Adverse Events Stud E catert safety network inddence of adverse events among hospital patients in Canada

AHRQ Agency for Healthcare Research and Quality Advancing Excellence in Health Care

What's New

The Collection

Patient Safety Primers

Timbing -

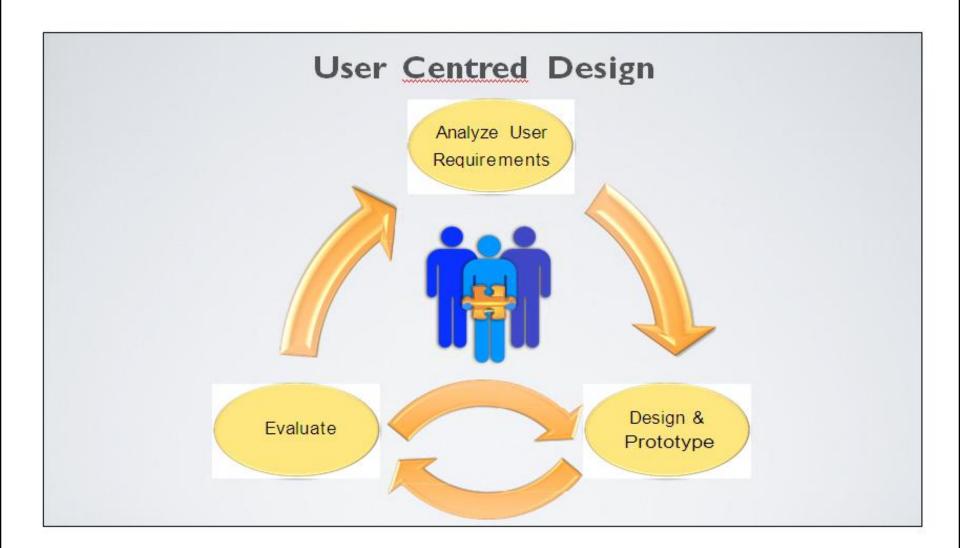
C. Ross Baker. Peter G. Norton. Virginia flintoff. Itigia 1: Five years after 'To Err is Human': what have we learned?

Philip Hibert, Sumit R. Main mdsr, Naeve O'Beime.

Lux P.J. lacios - Oerflingher Robert J. Reid . SIm Shaps. Rob II.a of the order at h utilizate at the research like teamer lacked Black roles of the Utility and har I'm I was a second of the order of

the Jonare thanks -newowe thathale ocurred continues do dual all physic might. S) sens os mistod o mp. veligh Quol-Lindestell dicuston includes the error (exact in stateMest) rice oldstead 33 (e) oldste in the sale? I revenue, EDUCATION DEST POLICIONS BERTHURSTED LONG STORE She she look linched shed maken complexity of health care, a tradition of autonomy in race, and the current financial nos authors provide a vision for the next five years with expectations for rapid change in add medical records, teamwork training, and full disclosure to patients. While they are aid.

EASE OF USE



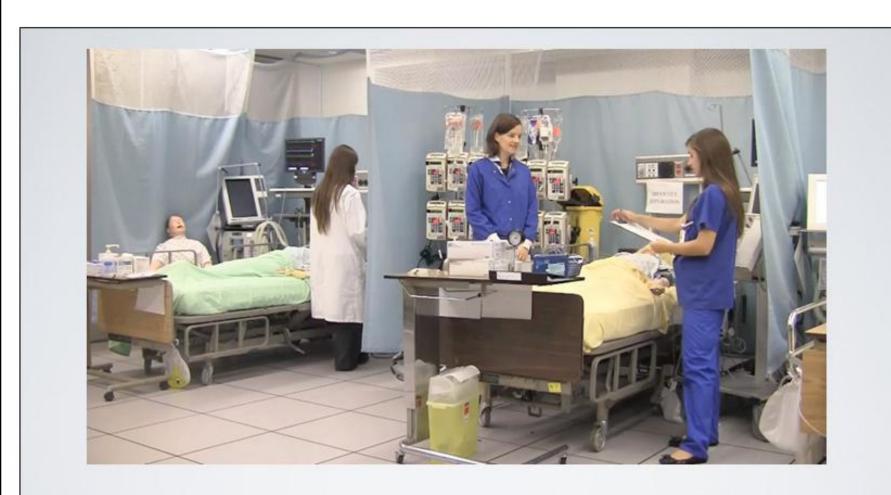
TOOL: USABILITY TESTING



- Representative users
- Realistic scenarios
- Think-aloud protocol
- Record video & audio











TRAINING AS AN AFTERTHOUGHT

Bad Design

NEED FOR HF INFORMED TRAINING

- · Increased complexity of medical technology
- · Disruptive technologies; change in practice
- Diverse use environments (e.g., hospitals, community, home)
- · Diverse user population (e.g., clinicians, patient, care givers)

POST-MARKET: REACTIVE

Reactive

Survive

Follower

Urgent

Travelling without a map

What next?

Limited choice

Rushed decisions

Overwhelmed

Them

Dealing with the past

Risk avoidance

Problem solving

"To Don lists

PRE-MARKET: PROACTIVE

Reactive Proactive

Survive Thrive

Follower Leader

Urgent Important

Travelling without a map A clear direction

What next? What if?

Limited choice Endless possibilities

Rushed decisions Rapid learning

Overwhelmed Focused action

Them Us

Dealing with the past Focused on the future

Risk avoidance Prudent risk-taking

Problem solving Raising the bar

"To Don lists ...and "To Don"t" lists