Maryland Patient Safety Center
Building 1,
6820 Deerpath Road
Elkridge, Maryland 21075

Program Overview
Despite considerable investment and advances in patient safety, there are still hundreds of thousands of patients being harmed by medical error each year. A different way of thinking is required to ‘move the needle’ on patient safety. Human factors approaches underpin current patient safety and quality improvement science, offering an integrated, evidenced, and coherent approach to patient safety, quality improvement, and clinical excellence. Human factors rests on a systems approach— one must examine the human, interactions, and inter-dependencies within a larger system in order to optimize performance. The system-wide adoption of these concepts offers a unique opportunity to support cultural change and empower clinicians to put patient safety and clinical excellence at the center of their work.

Human factors and systems safety focus on re-designing work as opposed to re-designing the human who does the work. Incorporating a human factors and systems safety approach allows for the development and integration of knowledge, skills and attitudes that facilitate successful performance at the front lines of care. This approach will help identify safe, sustainable and resilient solutions.

The application of innovative human factors approaches supports the much needed transformation of healthcare from reactive and less effective or non-sustainable solutions to proactive, evidence-based, effective and sustainable person-centered safety mitigations. Effective solutions must satisfy a number of constraints arising from clinical needs, social interactions, cognitive limitations, and healthcare policy. Such solutions require multidisciplinary teams to accelerate discovery, address the complexity of challenging health problems, improve patient outcomes, and decrease costs. The solutions must be designed with appropriate consideration of the actual work environment, and must compensate for known human abilities, limitations, and baseline human error rates while considering the demands of the complex healthcare environment.

At this workshop, healthcare leaders will learn how to apply human factors and systems safety concepts to understand true hazards in their organizations while fostering a culture of safety. The faculty includes a human factors engineer and a healthcare safety leader who have vast experience studying risk and implementing innovative change within healthcare organizations.

Learning Objectives
• Describe how the work-system elements (e.g. people, organization, equipment) interact to create safe/unsafe conditions.
• Define system-engineering approaches and describe how these concepts integrate into applied safety efforts.
• Apply human factors engineering concepts to identify system hazards and design/develop solutions for safer care delivery systems.
• Describe the importance of usable technology and devices, and apply device usability into safety programs to select and safely implement technology and devices in your healthcare environment.
• Design system solutions to support the way humans work, minimize the opportunity for error, and mitigate the impact of error once it occurs.

About the Speakers
Kate Kellogg, MD, MPH
Associate Medical Director,
National Center for Human Factors in Healthcare
Associate Medical Director for Quality & Safety,
MedStar Health

Kristen Miller, DrPH, CPPS
Senior Research Scientist,
National Center for Human Factors in Healthcare,
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Maryland Patient Safety Center presents:
Re-engineering Patient Safety – Application of human factors and safety systems principles

Kate Kellogg studied medicine at the University of Rochester and received a Master’s in Public Health from the Dartmouth Institute with focus in developing a systems approach to healthcare improvement. During year-out medical school research fellowship, Dr. Kellogg conducted a study using both qualitative and quantitative methods to initiate development of a tool for adverse event analysis, which was subsequently used at MedStar Health. She is currently PI on an ARHQ-funded study of workplace-related stressors in Emergency Medicine, and serves as co-investigator on a number of other AHRQ-funded projects related to event review, simulation, and health IT. Dr. Kellogg is a board-certified Emergency Medicine physician who practices at MedStar Washington Hospital Center, and she is an assistant professor in the Department of Emergency Medicine at Georgetown University.

Kristen Miller is a clinically oriented human factors researcher focusing on medical decision making and behavior, informatics, and the assessment of medical interventions and practices with an emphasis on usability, human error, and patient safety. Her portfolio includes federally funded work from the National Institutes of Health and the National Science Foundation. Her experience spans three public health degrees, a post-doctorate, and experience with the Armstrong Institute and the Department of Veterans Affairs. She has dedicated her career to healthcare human factors, focusing on occupational challenges for healthcare providers and novel approaches to improving patient safety and quality. Kristen is an influential promoter of programs that further the career of female professionals in research and public health and is actively involved in the community through service with the United Way and the Women’s Leadership Council.

Program Fee
Non-members: $99
Maryland Patient Safety Center members: Free

To register: www.MarylandPatientSafety.org
Questions regarding this program: Contact Lorie Catsos at 410-540-9210 or at lcatsos@marylandpatientsafety.org

For any questions regarding the Maryland Patient Safety Center, please call 410-540-9210