



**INSTITUTE OF
HEALTHCARE QUALITY**

Human Factors in Healthcare Workshop

For Registration

1. Register via iHR
 HQ Corp Office: HQ_THFW
 NHG Diagnostics: D_HFW

 NHG Staff: Respective Institution HRD

2. Complete IHQ Registration Form and send to ihq@nhg.com.sg

Course Fees

| | NHG Fees | Non-NHG Fees |
|-------------------|---------------------|---------------------|
| Without 8% GST | \$630.00 per pax | \$720.00 per pax |
| With 8% GST | \$680.40 per pax | \$777.60 per pax |

About Us

For other IHQ programmes and more details of this workshop, please scan the QR code below:



<https://corp.nhg.com.sg/QnS/Pages/Training.aspx>

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The Human Factors in Healthcare Workshop is designed to be modular and progressive. Each interactive session includes clear learning objectives, theoretical explanations, hands-on activities, and discussions relating to real-world and healthcare situations.

The topics that will be covered are as follows:

- Introduction and Overview of Human Factors in Healthcare: Understanding Human Factors and Human Interactions with System
- Human Factors Contributing to Error Causation: Understanding Human Abilities & Limitations and Preconditions Affecting It and Role of Biases in Decision Making
- Human Factors Engineering Concepts (using the SEIPS Model); Use of HFACS* for Investigations using the Human Factors Lens, HFIX* and FACES* principles to generate Solutions and to evaluate and prioritize solutions generated
- Use of Human Factors in Design / Redesign: General Principles in designing for Safety and how to apply it in day-to-day work in Healthcare

Programme Objectives:

The objective of this 1.5-day workshop is to introduce key human factors concepts and relate these to patient safety issues faced by healthcare professionals today.

At the end of the workshop, participants would have a better appreciation of the various systemic factors contributing to safety lapses and adopt a more holistic approach towards improving quality and safety, using the human factors' lens to investigate and mitigate safety issues.

Target Audience:

- The workshop is targeted at
- Doctors (Registrars and above)
 - Nurses (SSN and above)
 - Allied Health Professionals (AM and above)
 - Administrators (AM and above) who are interested in ensuring safer systems in Institutions.

