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

Wednesday, May 29th, 2013

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HumanEra UHN

WHAT IS HUMAN FACTORS?

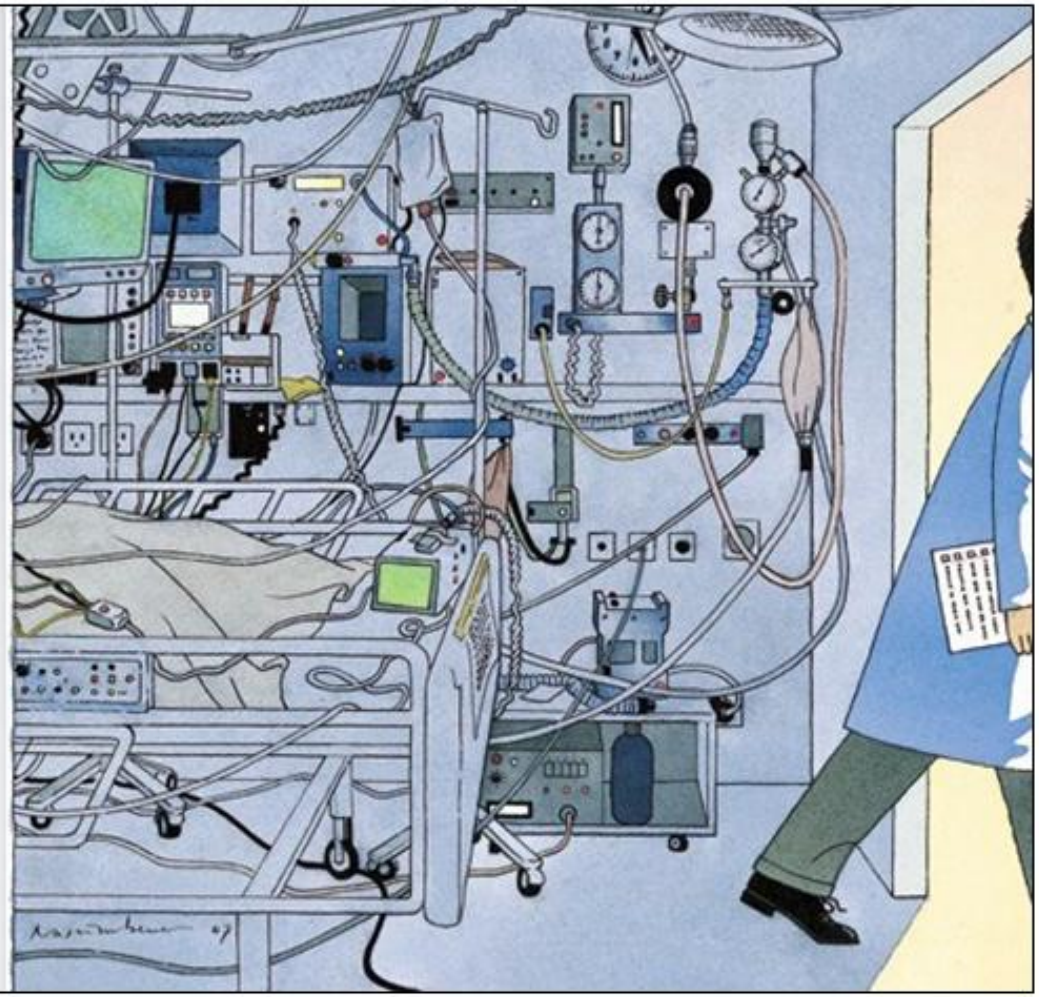
- The study of how people interact physically and psychologically with products, tools, procedures, and processes
- Working to make the environment function in a way that seems natural to people

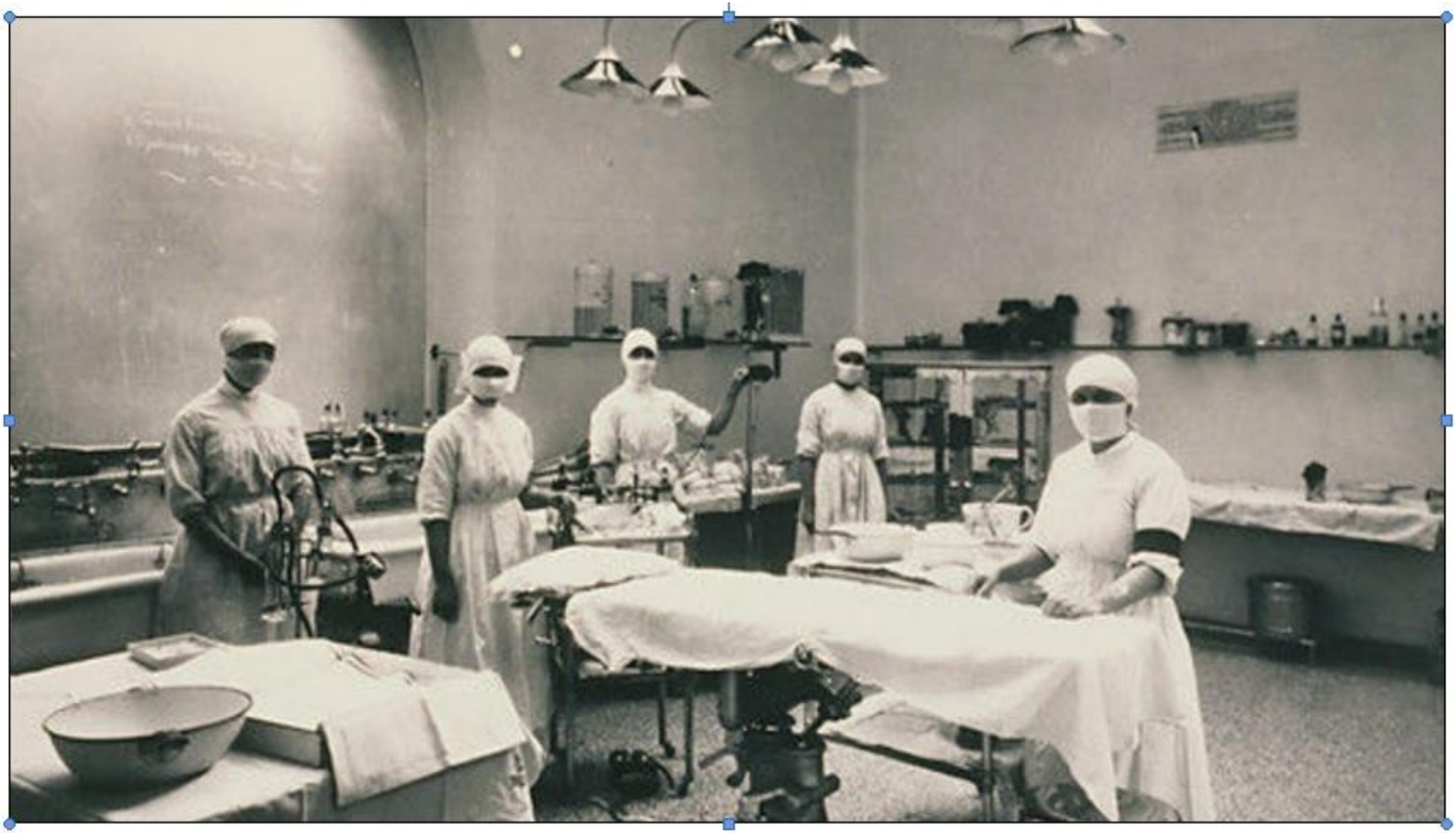
HUMAN FACTORS: MULTIDISCIPLINARY

- 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





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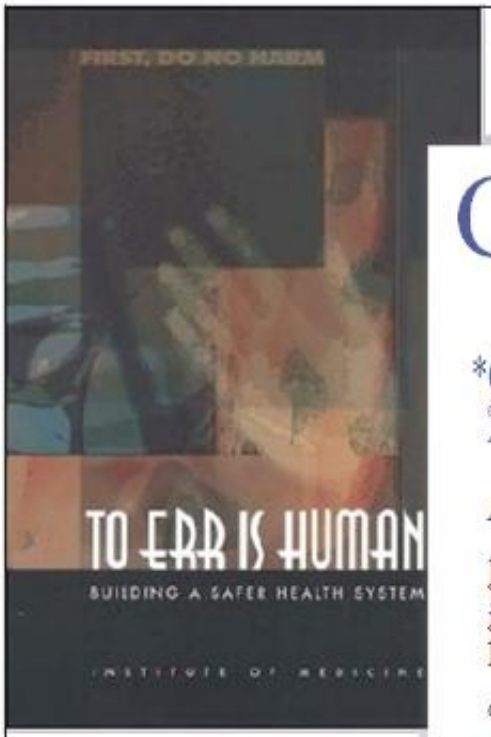
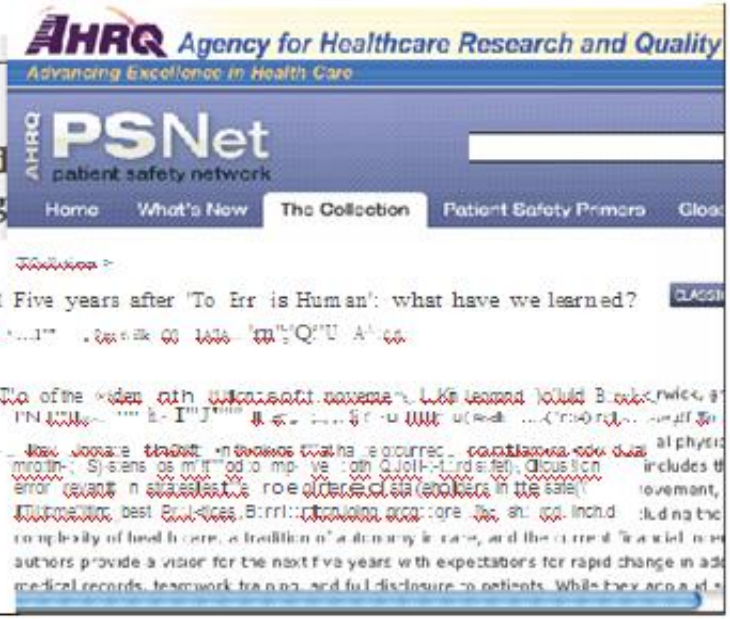


CMAJ Medical knowledge that matters

Research article

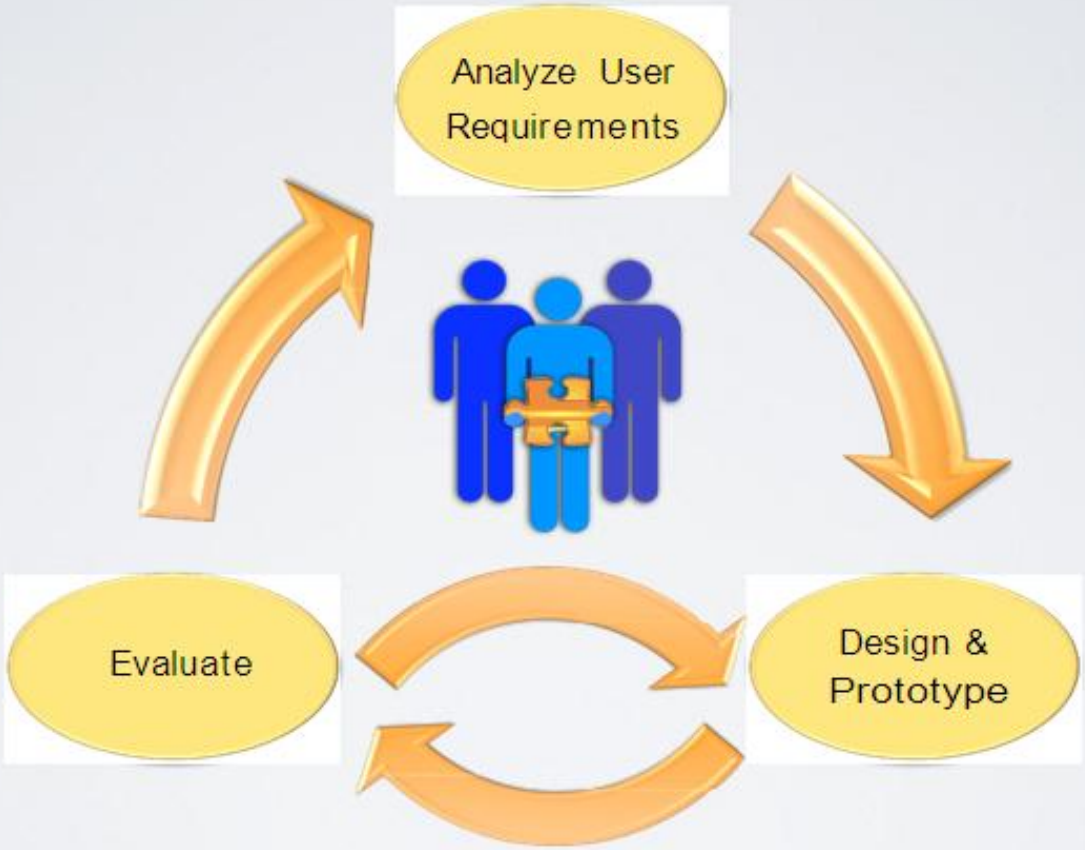
The Canadian Adverse Events Study: the inddence of adverse events among hospital patients in Canada

C. Ross Baker, Peter G. Norton, Virginia Flintoft, Itigis 11 Five years after 'To Err is Human': what have we learned?
Adalsteinn Brown, Jafna Cox, Ed Etchells, William A. Chal
Philip Hibert, Sumit R. Majumdar, Naeve O'Beime
Luz P. Jacios-Oerflingher, Robert J. Reid, S.J.m Shens, Rob T.o

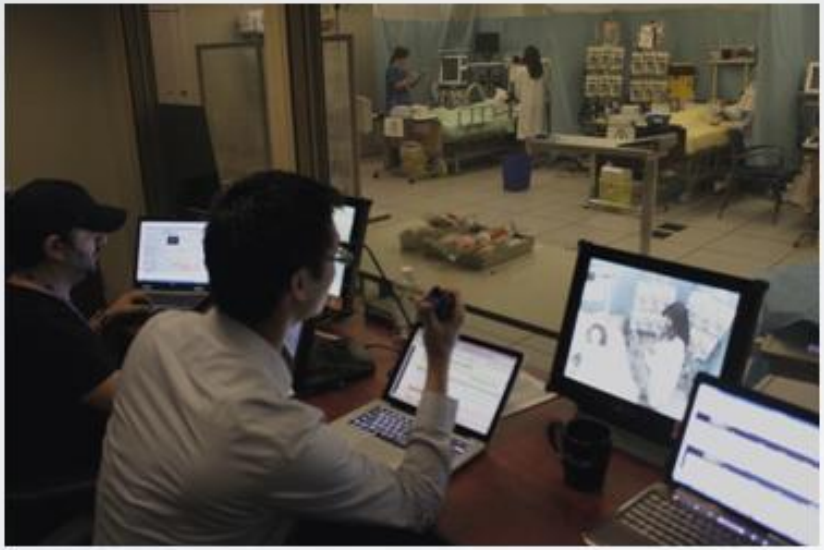


EASE OF USE

User Centred Design



TOOL: USABILITY TESTING



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

DIFFICULT
INTUBATION

Operating Room

Patient Ward

Home

Helicopter

CONSISTENCY OF PRACTICE

TRAINING AS AN AFTERTHOUGHT

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

Reactiue

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

Reactiue	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