From Process to Policy to Implementation:
Health Diplomacy as a Foundation for Delivering Safe Patient Care

Kathleen Harder
Director, Center for Design in Health and Human Factors and Ergonomics Graduate Program Chair, University of Minnesota

Wednesday, February 13, 2019 • Noon
Student Union Memorial Center • Sabino Room

Designers of human factors systems use cognitive science to improve human performance and technology to enhance work processes. Harder will give an overview of human factors systems design supported by case studies of how such design reduces errors in health care delivery. She will describe how improvements can be achieved using a whole-systems approach grounded in respectful engagement with partners on the front lines of care delivery.

Kathleen A. Harder, PhD, is the founding director of the Center for Design in Health at the University of Minnesota, where she is director of graduate studies and the founder of the Human Factors and Ergonomics program. She has spent the last 17 years designing and implementing care delivery processes and health technology that produce desired outcomes. Her work extends from specific procedures, such as operating room processes, to systemic redesign of processes that permeate a health care system, such as blood transfusion orders and electronic medical records. Her work centers on developing effective interventions through a whole-systems approach designed to foster increased cognitive engagement, and focuses on systems that ease clinician workflow to yield sustainable improvements to human performance and patient outcomes.

The talk is open to the public. For information contact Hassan Vafai at hvafai@email.arizona.edu or 520.621.5949.