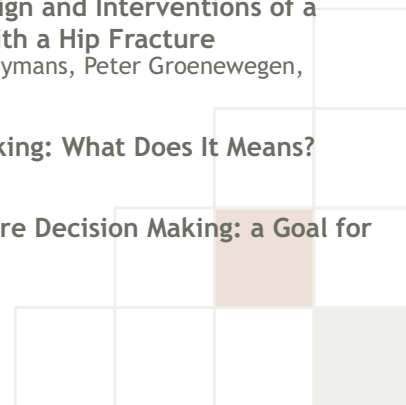




### PEOPLE

1. **Time in Our ICU. Why do Intensivists Always Work in "Top Gear"?**  
 Serafina Ardizzone, Maria Francesca Sapuppo, Romano Tetamo, Diego Bongiorno, Stefano Dell'Aera, Maria Fobert Veutro, Marcello Vasta, Maurizio Crispi, *ITALY*
2. **Healthcare Conflict among Protection, Participation and Risk Management: the Experience of Tuscany Region**  
 Manuele Bellonzi, *ITALY*
3. **Open the Door in the ICU: The Way to Make It?**  
 Luca Bucciardini, Ilaria Bacci, Paola Innocenti, *ITALY*
4. **Risk of Accident in Moving the Patient and Muscle-Skeletal Disturbances (DMSL)**  
 Donatella Camerlengo, Francesco Mazza, Alessandra Antocicco, Lucio Visconti, Maria Rosaria Troisi, Rosa D'Amelio, Giovanni Canfora, Roberto Landolfi, *ITALY*
5. **Manual Handling of Bariatric Patients**  
 Edda Capodaglio, Francesco Draicchio, Paolo Capodaglio, *ITALY*
6. **Assesment of Physiological Loads and Subjective Discomforts for Wearing N95 Facemask**  
 Wen-Hsin Hsu, Wei-Chieh Liu, *TAIWAN*
7. **Leveraging Safer Nursing Care at the Microsystem Level by Conceptualizing Near Misses as Recovery Patterns: Findings from a Qualitative Study**  
 Maria Maione, Lianne Jeffs, Kathleen MacMillan, Dyanne Affonso, *CANADA*
8. **Patient Safety and Complex Care: Design and Interventions of a Research Program for Elderly Patients with a Hip Fracture**  
 Hanneke Merten, Cordula Wagner, Monique Heymans, Peter Groenewegen, *THE NETHERLANDS*
9. **Patients' Participation to Decision-Making: What Does It Means?**  
 Vanina Mollo, *FRANCE*
10. **Informed and Involved Patients in Care Decision Making: a Goal for Management and Clinicians**  
 Anna Maria Murante, Sabina Nuti, *ITALY*



### 11. To Share or not to Share: Physicians and Patients Approaching the Clinical Uncertainty

Gabriella Pravettoni, Claudio Lucchiari, Gianluca Vago, *ITALY*

### 12. Age Perspectives on the Usefulness of Different E-Health Application

Martina Ziefle, *GERMANY*

### 13. What is the Problem? Age or Technology?

Martina Ziefle, Eva-Maria Jakobs, *GERMANY*

### 14. Patient Safety in the Operating Room: "Sign your site" procedure

Francesco Venneri, Lucia Grazia Campanile, Elisabetta Magnelli, Maria Grazia Barneschi, *ITALY*

### 15. A Retrospective Study on the Incidence, Causes and Consequences of Diagnostic Adverse Events

Laura Zwaan, Daniëlle Timmermans, Cordula Wagner, Martine de Bruijne, Abel Thijs, Gerrit van der Wal, *THE NETHERLANDS*

### ORGANIZATION

### 16. Cognitive Work Analysis: A Systems Approach to Patient Safety

Janet Anderson, Peter Buckle, Rosemary Lym, *UK*

### 17. Integrating Human Factors in Risk Management: Lessons Learnt in French Western Hospitals

Laurent Brami, Marie-Christine Moll, *FRANCE*

### 18. Does Process Quality Predict Product Quality in Health Care: A Case Study

Ram Bishu, John Kalblinger, Gomati Kallapiran, *USA*

### 19. La Formation des Étudiants en Médecine à la Gestion de Cas d'Urgences: Analyse Cognitive des Processus d'Apprentissage Pour la Conception de Situation de Formation sur Simulateur de Patient Pleine Echelle

Elodie Bonnetain, Jean-Michel Boucheix, Marc Freysz, *FRANCE*

### 20. Legion of Merit About the Improvement of Integration "Quality Insurance and Clinical Risk"

Enrico Burato, Graziella Borsatti, *ITALY*

**21. Implementation of a Wrong Site/Side/Procedure/ Patient Prevention Policy with the “Plan-Do-Check-Act” Quality Improvement Mode**  
 Giancarlo Cappello, Barbara Ragonese, Alessandro Bertani, *ITALY*

**22. Examining the Application of a Human-Error Identification (HEI) Technique to Determine the Performance-Shaping Factors that Affect Dental Care**  
 Liam Chadwick, Enda Fallon, *IRELAND*

**23. The Role of Forensic Medicine in the Risk Management**  
 Antonello Crisci, Francesca Di Martino, Stefano Russo, *ITALY*

**24. Patient Safety and Human Performance. Coping with Risks in Pediatric Anesthesia**  
 Lucie Cuvelier, Pierre Falzon, Jean Claude Granry, Marie Christine Moll, *FRANCE*

**25. Definition of a Technology Replacement Plan: A Set of Indicators for the Evaluation and Management of Technological Deployment**  
 Fabrizio Dori, Ernesto Ladanza, Lapo Statizzi, Lucia Turco, *ITALY*

**26. Quality and Safety Measurement in a Health Care Process: A QFD-Based Approach**  
 Fabrizio Dori, Ernesto Ladanza, Giulia Calani, Elena Sladojevich, Emanuela Marini, *ITALY*

**27. Patient Falls in the Tuscany Regional Healthcare Service: An Evaluation of the Hospital Environmental Hazards**  
 Matteo Fiorani, Guglielmo Forgeschi, Tommaso Bellandi, *ITALY*

**28. Patient Safety and PILS: Ergonomics Needed?**  
 Marie-Louise Flacke, *FRANCE*

**29. The Emergency Medical System (EMS): Dispatch Centre and Pre-Hospital Network in the AMI Treatment**  
 Giancarlo Fontana, Giovanni Se sana, Anna Maria Paginoni, Niccolò Greco, Maurizio Marzegalli, Elena Corrada, *ITALY*

**30. JCI Standards and ISO Certification for Better Biomedical Technology Management and Patient Safety**  
 Tiziana Franchin, Liliana De Vivo, Pietro Derrico, Carlo Capussotto, *ITALY*



**31. National Implementation of the International Patient Safety Solutions**  
 George Gegelashvili, Maka Danelia, Tinatin Chkhaidze, *GEORGIA*

**32. The Networking**  
 François Heusch, Olivier Favre, Sylvie Praplan, Catherine Lazor-Blanchet, *SWITZERLAND*

**33. Dimensionality and Validation of the ‘Hospital Survey on Patient Safety Culture’ Questionnaire for a Swiss Sample**  
 Tanja Manser, Yvonne Pfeiffer, Amanda van Vegten, Theo Wehner, *SWITZERLAND*

**34. Project of the Human Resource Department in a Children’s Hospital: The “Top View” Project**  
 Mario Mazzoli, *ITALY*

**35. Educational Project Results: Seminar Days - Clinical Risks Management for the Patient’s Wellbeing Orientated to the Nursing Staff of the Careggi Hospital of Florence**  
 Catia Meacci Ciardi Duprè, *ITALY*

**36. The Dimensions of Information Management in Healthcare Industry: An Analysis of Recent Applications from Turkish Hospitals**  
 Adem Ögüt, Emine Ögüt, Burcu Doğanalp, *TURKEY*

**37. Safety and Quality in MRI: results on the Systematic Investigation Conducted on the Totalbody Magnetic Resonance Sites Located in the Territory of the Local Health Unit Asl Rm e (Rome Italy) Year 2007**  
 Maddalena Quintili, Loredana Bruno, Lucia Carosi, Donatella Corini, Enrico Di Rosa, Rita Lucchetti, Alessandro Prosperi, Simonetta Riganelli, Stefania Sparvieri, Francesco Campanella, Manuela Guardati, Alessandro Ledda, Massimo Mattozzi, Antonio Panebianco, *ITALY*

**38. The Costs of the Assurance Push the Sanitary Companies to Develop Health Policy of Risk Management**  
 Maddalena Quintili, Pietro Grasso, Angelo Tanese, Mariangela Lomastro, Maria Vescia, *ITALY*

**39. The Replanning and Functional Requalification of a Hospital Through Risk Management**  
 Maddalena Quintili, Pietro Grasso, Mauro Goletti, Patrizia Chierchini, Piera Nunzi, Emanuela Caputo, Carlotta Piacentini, *ITALY*



#### 40. Good Practices in Hospital Work Organisation

Silvana Salerno, Giuseppina Bosco, Matteo Ciavarella, Irene Figà Talamanca, *ITALY*

#### 41. A Sentinel Event: Arm Amputation on a 17th Year Old Patient Because of Gangrene After a Fracture of Ulna and Radius. Analysis of the Clinical Pathway of the Patient with Orthopaedic Traumatology of the Limbs

Sabina Sanguineti, Mario Spinelli, Michele Lisanti, Tommaso Bellandi, *ITALY*

#### 42. Azienda Ospedaliero Universitaria Pisana (AOUP) - Patient Safety and Risk Management Facilitator Course

Cecilia Ugatti, Vincenzo Catalani, Francesca Torracca, Federica Marchetti, Miria Novi, Stefano Giuliani, Angelo Baggiani, Gaetano Privitera, *ITALY*

#### 43. Challenges and Opportunities in Designing, Implementing and Assessing a Patient Disclosure Program

Francesco Venneri, Paul Barach, *ITALY*

#### 44. Quality and Risk Prevention in Laboratory Settings

Francesco Venneri, Giovanna Giannini, Antonietta Marseglia, *ITALY*

#### 45. The Systems Approach to Patient Safety: Progress and Gaps in our Understanding

Patrick Waterson, *UK*

### DESIGN

#### 46. Évaluation de l'Implantation d'un Programme de Réadaptation Complexe «Le Prévicap» ou Comment Expliquer l'Écart entre le Prescrit et le Réel?

Henriette Bilodeau, Jean-Louis Denis, Stéphanie Talliez, Michèle Rivard, André-Pierre Contandriopoulos, Michel Rossignol, *CANADA*

#### 47. KPI Set for Management of Complexity in Health Care

Fabrizio Dori, Ernesto Ladanza, Elena Sladojevich, Giulia Calani, Emanuela Marini, *ITALY*

#### 48. Personalized and Adaptive E-Coaching During Team Training with Patient Simulator and Respiratory Device

Adinda Freudenthal, *THE NETHERLANDS*

#### 49. Signage Project for San Donato Hospital Complex, Arezzo (Italy)

Luca Marzi, Nicoletta Setola, *ITALY*

### Creating and designing the healthcare experience

June 25/27, 2008

Strasbourg, the Convention  
and Conference Centre



#### 50. Integration of Safety and Security Policies in a Healthcare Structure

Matteo Ritrovato, Stefano Bergamasco, Pietro Derrico, Roberto Di Pinto, Mario Mazzoli, Vittorio Cannatà, *ITALY*

#### 51. Wayfinding in Hospital: Building a Comprehensive Questionnaire

Massimiliano Spano, Sabrina Montagna, Arianna Ambrosio, Francesca Cassina, Monica Tescari, *ITALY*

#### 52. Health Central Totem for the Hospital Room

Ubaldo Spina, Gianluca Ciullo, Cinzia Dinardo, Italo Spada, Glenda Torres, Flavio Casaluci, *ITALY*

#### 53. Videosan Terminal, New Generation Services in Order to Improve the Stay in the Hospital

Ubaldo Spina, *ITALY*

#### 54. Providing Information During Simulated Laparoscopic Manipulation Tasks

Linda Wauben, Richard Goossens, Daan van Eijk, Johan Lange, *THE NETHERLANDS*

### HUMAN AND TECHNOLOGY INTERACTION

#### 55. Organizational Innovation in ICU: Proactive Approach for the Management to Risk Management

Giovanni Becattini, Valentina Tucci, Marco Moscardini, *ITALY*

#### 56. The Effect of Virtual Reality Display on Gait Pattern and Psychophysical Rating during Normal Walking

Min-Chi Chiu, Mao-Jiun Wang, Jin-Pei Huang, *TAIWAN, R.O.C.*

#### 57. Mortality and Drug Exposure in a 5-year Cohort of Patients with Chronic Liver Disease

Balthasar Hug, Stuart Lipsitz, Diane Seger, Andrew Karson, Steven Wright, David Bates, *USA*

#### 58. The Strategic Importance of Data Mining for Health Care Services: The Case of Health Transition Project

Emine Ögüt, Ayşe Kocabacak, Adem Ögüt, *TURKEY*

#### 59. User-Centred Design to Improve Quality of Life of Ageing People: Nuadu Project

Maria-Sol Perez Toralla, Mounir Mokhtari, Farah Arab, Olivier Meulle, *FRANCE*



### 60. Acknowledgment of Electronic Physician Orders by Nurses in a Pediatric Intensive Care Unit

Matthew Scanlon, Rahul Chawla, Kathy Murkowski, Carl Weigle, *USA*

### 61. Misperceptions of Paediatric Nursing Actions as Violations Rather than Compensation for Bar Coding Technology

Matthew Scanlon, Carl Weigle, Ben-Tzion Karsh, Samuel Alper, *USA*

### 62. Evaluating the Design and Usability of Cardiopulmonary Bypass Machines during Open-Heart Surgery: Implications for Improving Patient Safety

Douglas Wiegmann, Sarah Henrickson, Thoralf Sundt, *USA*

### 63. Generating Patient Medication Information using the Electronic Health Record

Michael Wolf, Stacy Cooper Bailey, *USA*

## GOOD PRACTICES AND ERGONOMIC SOLUTIONS

### 64. Electrical Black out and / or Interruption of Medical Gases Criteria of Safety in Operating Theatre

Lucia Grazia Campanile, Elisabetta Magnelli, Rossana Casini, *ITALY*

### 65. Hand Hygiene Improvement Strategy at “Azienda Ospedaliero-Universitaria Careggi”, Florence (Italy)

Grazia Campanile, Maria Beatrice Pulci, Lea Magistri, Fabrizio Piccolini, *ITALY*

### 66. Using Simulation and Mastery of Skill Performance for a Safer Patient Care

Jahara Hayudini, *OMAN*

### 67. Medication Continuity Chart

Leonardo La Pietra, Gabriella Negrini, *ITALY*

### 68. Prevention of the Clinical Risk in Operating Theatre: Elaboration of Instruments to Outline Clinical Paths Error Test

Elisabetta Magnelli, Grazia Campanile, Mauro Marabini, *ITALY*

### 69. A Planning System Complex Intravenous Infusions in Intensive Care Unit

Matteo Manici, Mattia Lorenzini, Sara Solinas, *ITALY*

### 70. Anesthesiologist’s Perception of and Strategies to Manage Situational Changes in Coordination Requirements in Cardiac Anesthesia

Tanja Manser, Steven Howard, David Gaba, *SWITZERLAND*

### 71. Prevalence and Screening of Hospital Malnutrition at the Azienda Ospedaliero-Universitaria Careggi (Florence, Italy)

Maria Luisa Masini, Alessandro Casini, Catia Meacci Ciardi Duprè, Calogero Surrenti, Giorgio Bedogni, *ITALY*

### 72. Patient Identification Using Bracelets and their Impact on Patient Safety: Florence Healthcare System Experience

Francesco Venneri, Massimo Minerva, Catia Menghini, Antonietta Marseglia, Luigi Marroni, Pierluigi Tosi, *ITALY*

### 73. The Importance of Simulation in Improving Patient Safety: Florence Healthcare System’s Experience

Francesco Venneri, Maria Beatrice Padelletti, Maria Grazia Barneschi, Laura Lumachi, *ITALY*

## OCCUPATIONAL ERGONOMICS AND HEALTH PROFESSIONAL SAFETY IN HOSPITAL

### 74. Key Cognitive Aptitudes in Prehospital Intervention. What we Learned from Activity Analysis of Ambulance Crews

Marc Arial, Damien Benoit, Brigitta Danuser, *SWITZERLAND*

### 75. Evaluation of Ceiling Lifts: Transfer Time, Patient Comfort and Staff Perceptions

Chris Back, Hasanat Alamgir, Olivia Wei Li, Erin Gorman, Shicheng Yu, Catherine Fast, Catherine Kidd, *CANADA*

### 76. The Italian Perspective of Violence in the Emergency Department: Role of Ergonomics Aspects

Giovanni Becattini, Stefano Bambi, Francesca Palazzi, Enrico Lumini, *ITALY*

### 77. Manual Handling Incidents in the Health Care Sector - Profile and Analysis of Claims

Sarah Dockrell, Muriel Johnson, Joe Ganly, Kathleen Bennett, *IRELAND*

### 78. An Uplifting Experience: Maximizing Caregiver and Patient Safety with Lift Equipment

Lindsay Rodgers, Lori Zinnecker, Kelly Fleming, Laurin Manning Derrick, *USA*



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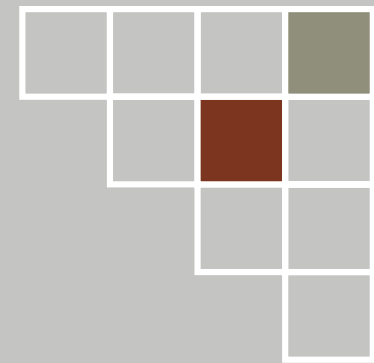
## Scientific Programme

### 79. The Effects of Gender, Glove, Skin Temperature, and Location on Hand Pressure-Pain Threshold

Yuh-Chuan Shih, Yo-May Wang, Wen-Lin Chen, Cha-Fan Chi, *TAIWAN, R.O.C.*

### 80. A Systematic Review of the Epidemiological Literature: Evaluating the Association between Whole Body Vibration and Repeated Shock Exposures, and the Development of Neck Pain or Cervical Spine Degeneration

Donald Sinclair, John Holland, Carole Holland, John Webster, *USA*



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