

# A Human Factor Approach to Safer Care: Designing Work that Works



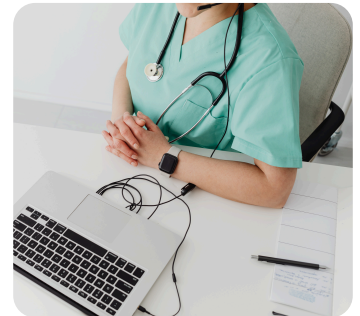
5-Week Course



September 23-October 21, 2026



Virtual



## A rigorous 5-week course will help you:

- Understand how human limitations drive safety events
- Design workflows that reduce error
- Apply practical human factors principles immediately
- Strengthen situation awareness and risk anticipation
- Solve real patient safety challenges from your own work



## Who should attend?

- Patient safety and quality leaders
- Risk managers, malpractice insurers, and healthcare safety professionals
- Industry professionals, device manufacturers, and health IT developers
- Clinicians of all specialties, including nurses, pharmacists, therapists, APPs, physicians, and students

<https://medstar.cloud-cme.com/VirtualHFW2026>



### Accreditation

In support of improving patient care, MedStar Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.



IPCE CREDIT™

the healthcare team, and learners will receive **8.00** Interprofessional Continuing Education (IPCE) credits for learning and change.

### Credit Designation

This activity was planned by and for

### Physicians

MedStar Health designates this live activity for a maximum of **8.00 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### Nurses

This activity is approved for **8.00** ANCC contact hours. Nurses should claim only the credit commensurate with the extent of their participation in the activity.

### Pharmacists

This activity is approved for **8.00** contact hours. This learning activity is knowledge-based. The Universal Activity Number for this program is JA4008151-0000-26-071-L05-P.



### Physician Assistants

MedStar Health has been authorized by the American Academy of PAs (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for **8.00** AAPA Category 1 CME credits. PAs should only claim credit commensurate with the extent of their participation.

# Course Schedule

Week	Lecture Title	Description	Learning Objectives	CME
<b>Week 1</b> <b>September 23, 2026</b> <b>1-3 p.m. EDT</b> (Virtual)	<b>Why Smart People Make Mistakes: A Human Factors Lens</b>	Introduces the foundations of human factors and reframes error as a system outcome rather than an individual failure. Participants learn how human limitations shape performance and how task analysis can reveal hidden risks in everyday clinical work.	<ul style="list-style-type: none"> <li>• Differentiate person-based and system-based approaches to safety.</li> <li>• Use task analysis to identify where human limitation creation hazards in clinical workflows.</li> </ul>	2.00 CE credit hours available. *
<b>Week 2</b> <b>September 30, 2026</b> <b>1-3 p.m. EDT</b> (Virtual)	<b>What We Notice (and What We Miss): Perception, Attention, and Memory</b>	Explores the psychological foundations of human factors: why we behave the way we do. This session examines perception and attention, including why we miss or misinterpret information, as well as the limits of memory and why it is inherently fallible.	<ul style="list-style-type: none"> <li>• Explain the limits of working, long-term, and prospective memory.</li> <li>• Apply the distinction between sensation and perception to explain how clinicians can misinterpret or overlook critical information.</li> <li>• Analyze how competing demands degrade attention and performance.</li> </ul>	2.00 CE credit hours available. *
<b>Week 3</b> <b>October 7, 2026</b> <b>1-3 p.m. EDT</b> (Virtual)	<b>Thinking Under Pressure: Decision-Making and Situation Awareness</b>	Focuses on how people interpret information and make decisions in high-risk, time-constrained settings. Participants learn how situation awareness is built along with practical strategies to support better anticipation, judgment, and response.	<ul style="list-style-type: none"> <li>• Apply the three components of situation awareness (perception, comprehension, projection) to clinical scenarios.</li> <li>• Recognize common cognitive biases and heuristics (e.g., anchoring, confirmation bias) and explain how they influence clinical judgment.</li> <li>• Evaluate strategies to support situation awareness and improve decision-making under time pressure and uncertainty.</li> </ul>	2.00 CE credit hours available. *
<b>Week 4</b> <b>October 14, 2026</b> <b>1-3 p.m. EDT</b> (Virtual)	<b>Beyond the Individual: Teams, Technology, and Human-AI Collaboration</b>	Examines how work is accomplished across teams and technologies. This session covers team cognition, communication breakdowns, and the growing role of AI, with an emphasis on designing systems that support coordination, shared understanding, and safe human-AI interaction.	<ul style="list-style-type: none"> <li>• Explain how teamwork, communication, and coordination shape safety and performance in clinical environments.</li> <li>• Identify breakdowns in team cognition and information flow and their impact on care delivery.</li> <li>• Evaluate how AI supports or hinders clinical work, with attention to usability, trust, and workflow integration.</li> </ul>	2.00 CE credit hours available. *
<b>Week 5</b> <b>October 21, 2026</b> <b>1-3 p.m. EDT</b> (Virtual)	<b>Coaching Session: Applying Human Factors to Your Work</b>	An interactive session where participants apply course concepts to real-world challenges. Attendees may present their projects or problems and receive structured feedback from faculty and peers, reinforcing learning and supporting practical implementation.	<ul style="list-style-type: none"> <li>• Apply course concepts to real-world challenges.</li> </ul>	CE credit hours are not offered for this session.

\*See course page for full accreditation and credit details.