

Human Factors Evaluation for St. Joseph's Health Centre, Toronto Smart Pumps



Healthcare
Human Factors
University Health Network



Outline

- SJHC Background
- Why Human Factors?
- Human Factors Process
- Video Results from Usability Testing
- General Recommendations

SJHC Background

- 387 bed community teaching hospital in west end of Toronto
- Care areas using IV pumps include:
 - General Medicine and Surgery
 - OR and PACU
 - Emergency
 - Paediatrics, NICU
 - ICU, CCU
- 850 nursing staff
- Replacing IV, PCA and syringe pumps due to age
- Want to incorporate safety features of new Smart Pump technology

Why Human Factors?

- Involve end users in the decision process.
- Commitment to patient safety.
- Identify how technology will be integrated into the workflow at SJHC specifically.
- Identify usability issues that may not be revealed in clinical/technical evaluations.
- Provide guidance for areas of training focus.

Human Factors Process

- Expert heuristic review of pumps
- Clinician shadowing
- Scenario and drug library development
- Usability testing with SJHC nurses
 - ICU
 - Paeds
 - General Medicine



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