

HUMAN-CENTRED SYSTEMS & SAFETY INNOVATION

12-WEEK ONLINE PROGRAM



"Despite three decades of concerted effort, 1 in 10 patients are still harmed, while 30% of healthcare is considered 'low-value'." Braithwaite, Glasziou, Westbrook. The three

numbers you need to know about healthcare: the 60-30-10 challenge. BMC Medicine, 2020, 18, 1-8.

OVERVIEW

Avoidable patient harm and variable care quality are issues of global significance. While health systems continue to expend enormous resources and effort on managing the problem, it is increasingly clear that the familiar (process-oriented) model of improvement is largely ineffective in the complex realities of modern healthcare.

The Human-Centred Systems & Safety Innovation (HC-SSI) Program fundamentally reconceives improvement capabilities for healthcare by moving us away from mechanical, process- and compliance- oriented methods and into a more contemporary human-centred systems paradigm.

We embed core competencies for safety and quality improvement within a new model that draws on complex systems science, safety science, human factors & ergonomics, social innovation theory and creative design methods.

HC-SSI has been designed as foundational, competency-assessed program for clinicians, managers, safety & quality improvement professionals, as well as healthcare leaders.

It is carefully calibrated to help you tackle real-world systems issues and performance challenges in ways that actually work.

HC-SSI Program

PROGRAM AT A GLANCE



12 Weeks
(flexible)



Fully
Online



Mixed
delivery



4 hours
per week



Micro-
credentials



Responsive
support



Drop in
sessions cater
to multiple
time zones



A vibrant &
supportive
community



A curated
library of
resources
and tools



Customisable
as an enterprise-
level solution

Experience an innovative program that blends instruction with participation, experiential learning, self-reflection and work application.

Equip yourself through an integrated system of practice that encompasses current thinking and a variety of high-value applied tools to drive human-centred systems improvement.

Elevate your career while making an impact on healthcare systems, services, and safety.



HIGHLIGHTS

- Learning content that is rigorously researched, peer- & field-tested.
- Regular 1:1 tutorials with world-class instructors to help you lock-in critical concepts.
- Flexible delivery to accommodate various learning styles and work commitments.
- Micro-credentials to motivate you and enhance professional credibility.
- 1-year access to our Innovation Hub where you can explore customised tools and resources, attend masterclasses, receive feedback on current projects and expand your networks.

HC-SSI Program

COURSE DOMAINS

MODULE 0: Orientation and onboarding

MODULE 1: Introduction to multi-dimensional improvement practice - HELIOS^ (1 Week)

MODULE 2: Exploring and enhancing reliability & resilience in everyday work (2 Weeks)

MODULE 3: Human centred design and participatory methods (2 Weeks)

MODULE 4: Systems safety and complex causation (2 Weeks)

MODULE 5: Learning from failure - Interrogating incidents & designing better solutions (2 Weeks)

MODULE 6: Self-agency, change leadership and catalysing innovation (2 Weeks)

MODULE 7: Practice integration (1 week)

LEARNING OUTCOMES

The HC-SSI program incorporates a thoughtful mix of theory and practical tools to maximise:

- **Fidelity** (ensuring practice is grounded in relevant theory)
- **Relevance** (to typical healthcare improvement problems)
- **Usability** (in real-world applications)

Participants will develop high levels of competency in key applied domains (below) while gaining sufficient theoretical grounding in the contemporary science to extend on easily with future learning.

COMPETENCY MAP



LEGEND

- Proficient
- Advancing
- Essential
- Limited

^HELIOS Framework: Holistic Exploration & Learning for Innovation in Operations and Safety

HC-SSI Program



FACULTY TESTIMONIALS

"Satyan has a deep understanding of contemporary ideas in healthcare improvement. His teaching, perspicacity, and ability to translate systems concepts to real life, was instrumental in my growth."

JH, Clinical Nurse Educator

"As a General Physician and clinical manager I found Satyan's insights into Human Factors and Resilience Engineering invaluable. I apply it in one way or another to my work on a daily basis."

CO, General Physician

"Satyan challenged me to think beyond the traditional tropes in healthcare to better understand how we can work with the complex nature of the system, rather than continue to battle against it"

GM, Clinical Radiographer

WHY PARTNER WITH US

Nuansys Healthcare was founded to create fundamental shifts in how we think about and pursue change within our sector.

We prioritise partnerships with individuals and organisations that seek truly novel answers to persistent questions in patient safety, quality and system performance.

Capability programs developed by the Nuansys Institute embody this uncompromising vision.

With thousands of hours of experience in translating emerging ideas into impactful learning programs, we have the expertise to help you at every stage of the capability transformation journey.

For pricing and enrolment information visit: www.nuansys.com/academy/hc-ssi