

Centre for Patient Safety & Quality (CPSQ)

in association with



MedStar Health

**National Centre for Human Factors in Healthcare
Washington D.C., United States (Academic Partner)**

Professional Certificate in Human Factors & Patient Safety (HFPS)

The MedStar Health National Centre for Human Factors in Healthcare is the largest human factors program embedded within a healthcare system in the United States

Certificate Issued by:

MedStar Health National Centre for Human Factors in Healthcare,
Washington D.C, United States

Faculty:

From MedStar Health National Centre for Human Factors in Healthcare,
Washington D.C, United States (SCROLL DOWN for DETAILS)

Fees (Incl of taxes) : \$ 99, CPSQ Members : \$ 75

Commencing on: Saturday May 9th, 2026

4 Saturdays, May 9th, 16th, 23rd, 30th (Virtual)

Timings: UAE - 6 pm to 7 pm, INDIA - 7.30 pm to 8.30 pm

Register At: <https://forms.gle/reUM2GEupkeM4ctYA>



Faculty



Patricia Ann Spaar, MS, RN, CEN

Clinical Nurse RN II,
MedStar Union Memorial Hospital
Sr. Clinical Safety and Research Specialist,
MedStar Health National Center for Human Factors in
Healthcare

Patti Spaar is a Senior Clinical Safety and Research Specialist at the MedStar Health National Center for Human Factors in Healthcare. She is certified in Emergency Nursing and has a unique background in clinical nursing and quality and safety. As a systems safety analyst, she analyzes safety hazards and provides recommendations for mitigation of patient and provider concerns. She currently supports projects focused on safe medication administration and wide scale analysis of patient safety event reports. In addition, she is part of a multidisciplinary team working on determining how to best serve patients in the digital healthcare space.



Christopher Bonk, MSN, RN, CNL

Senior Clinical Human Factors Scientist,
National Center for Human Factors in Healthcare

Chris Bonk is a research scientist at the MedStar Health National Center for Human Factors in Healthcare. Within this role, Chris works as a UX/UI researcher and subject matter expert in hospital safety and nursing practice for various grants and contracts to increase patient safety both inside and outside the hospital environment. His professional expertise is the integration of medical technology and the assessment of best practices for both patients and medical staff. He also focuses on the design of digital tools/programs for both patient and provider-facing applications. Recent projects include the evaluation of medical devices for procurement by a major hospital system, the design and usability testing of a thumb arthritis treatment and recovery mobile application, and the investigation of electronic health record interactions and functional requirements available for nurses in the clinical setting.



Professional Certificate in Human Factors & Patient Safety

A four part virtual lecture series on practical human factors methods for preventing harm in healthcare.

	Topics	Description
1	Why Smart People Make Mistakes: Fixing Systems, Not People	This session introduces human factors and explains why even skilled, well-trained professionals make mistakes. We examine common types of human error, why errors are inevitable and predictable, and how limitations in memory, attention, and perception shape performance, especially in complex, high-pressure environments. The lecture emphasizes a core human factors principle: we don't redesign humans—we redesign the systems in which humans work.
2	Just Culture: How Learning Drives Safety	This lecture introduces the foundations of Just Culture and High-Reliability Organizations (HROs), focusing on what effective organizations do after something goes wrong. We explore why blame shuts down reporting and learning, and how fear quietly reduces patient safety. Participants will learn how leading organizations respond to error in ways that strengthen safety, trust, and performance. The session shows leaders how to build trust, strengthen communication with frontline teams, and respond to error by fixing systems rather than assigning blame.
3	Seeing Patterns, Not Problems: How Systems Thinking Changes the Questions We Ask	This lecture introduces systems thinking using the SEIPS work system model to help participants move beyond isolated problems and see patterns across people, tasks, tools, environments, and organizational factors. We explore the difference between work-as-imagined and work-as-done, and why understanding real workflows matters for safety and performance. The lecture challenges the instinct to jump to conclusions and instead build understanding from real work on the ground.
4	Designing Better Solutions: Applying Human Factors Through Case Studies	This session uses a real-world case study to bring together concepts from across the lecture series. Participants will apply human factors principles to understand how human limitations and system factors influence outcomes. The session introduces contributing factors and explores how to design solutions that are effective, sustainable, and supported by the people who do the work.

[Sign Up Now!](#)

MedStar Health National Center for Human Factors in Healthcare

Part of the MedStar Health Research Institute, the National Center for Human Factors in Healthcare operates with scientific independence and partners with more than 100 organizations across the United States and internationally. Its work spans applied research, safety advisement, and education, each grounded in rigorous methods and real-world clinical implementation.

A multidisciplinary team of human factors engineers, clinicians, computer scientists, informatics experts, and designers works within one of the country's largest graduate medical systems, ensuring that research is directly informed by practice and translated into measurable improvements in care delivery.

Everything is guided by a patient-centered lens. The aim is not only to generate knowledge, but to make healthcare systems safer, more efficient, and more resilient.

2 Certificates Issued by:

- i) Main Certificate Issued by MedStar Health National Center for Human Factors in Healthcare, Washington D.C, United States
- ii) Additional Certificate Issued by Centre for Patient Safety & Quality (CPSQ),

ISQua, Institutional Member

