

WORK TRANSFORMATION PROJECTS IN THE HOSPITAL SECTOR

Organized jointly by:

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The hospital environment worldwide is making major and unprecedented changes to the health care system. These changes are due to, on the one hand, rapid technological changes, such as digital medical imaging or non-invasive surgical techniques, which are profoundly changing health care practices, and consequently, the nature of caregivers' work. On the other hand, the patient is placed at the centre of the health system, which then positions the hospital in a continuum of integrated services in which, both upstream and downstream, community-based prevention and support services must be provided. The explosion in emergencies, the increase in violence and the related risks to personnel are symptoms of health systems in transition, even in crisis.

The objective of this session is to explore the role of ergonomics in such a context of change. Of course, it is also an opportunity to exchange information on our practices in a France-Québec-Canada meeting through the presence of professionals and researchers from recognized centers in the hospital ergonomics field in particular.

Eight presentations will therefore be given, illustrating clearly the paramount role that ergonomics plays in transformation projects carried out at several locations and covering varied themes.

The first part of the session consists of four papers that present the results of work carried out in the fields of telemedicine, laparoscopic surgery, the computerization of clinical services, and the reorganization of a food service.

The second part of the session deals mainly with ergonomic intervention in design projects. The first presentation discusses the "management of uncertainty" in complex projects. The second presents an experiment in cooperation between ergonomists with the owners' and project managers' perspectives. The last two deal with the emergency department, a hospital department that is undergoing profound changes.

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