

HFE & the New Zealand Health and Disability System



Healthcare Special
Interest Group (SIG)

Webinar
July 2026

Presenters Today

Alex Payne

HFESNZ Healthcare SIG co-lead
HFESNZ Committee member
F&P Healthcare
Standards New Zealand

Joanne Crawford

HFESNZ Chair

Leona Dann

Health Quality & Safety Commission /
Te Tāhū Hauora

Fiona Trevelyan

HFESNZ Healthcare SIG co-lead
Te Whatu Ora / Health New Zealand

Jo Wailing

Restorative Responses
(Gives her apologies today)



Agenda

- 1 - How HFESNZ is positioned with respect to healthcare in NZ
 - 2 - How HFE is being scaffolded and supported within the Health Quality & Safety Commission (Te Tāhū Hauora) and Health NZ (Te Whatu Ora).
 - 3 – Q&A
 - 4 - Your hopes and thoughts about how HFESNZ can support you and our collective ambitions.
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Introduction to the Position Statement

Prof Joanne Crawford
Chair, HFESNZ

Position Statement: Human Factors and Ergonomics in Healthcare

- Human Factors and Ergonomics (HFE) is the scientific discipline that understands the human in the system and applies scientific methods to design:
 - Work
 - Jobs
 - Workplaces
 - Equipment
 - Environments
- to fit human beings

Position Statement: Human Factors and Ergonomics in Healthcare

- The vision for the Healthcare Special Interest Group (SIG) is:
“To build and embed HFE understanding and expertise into practice to promote overall system performance and enhance staff, patient and whānau wellbeing”
- The SIG aims to promote the application of a human factors and ergonomics approach within the broader healthcare system.
- As a successful SIG, the group have developed a position paper
<https://hfesnz.org.nz/assets/Uploads/Position-Statement.pdf>

Position Statement: Human Factors and Ergonomics in Healthcare

- The goals for HFE integration across Aotearoa New Zealand
 - Common HFE practice across all healthcare processes
 - HFE good practice informs all areas of healthcare
 - Proven strategies and frameworks used consistently in HFE implementation
 - International standards are embedded in design, planning, procurement and safety
 - A learning culture supports continuous improvements
 - HFE professionals are embedded in roles in healthcare.



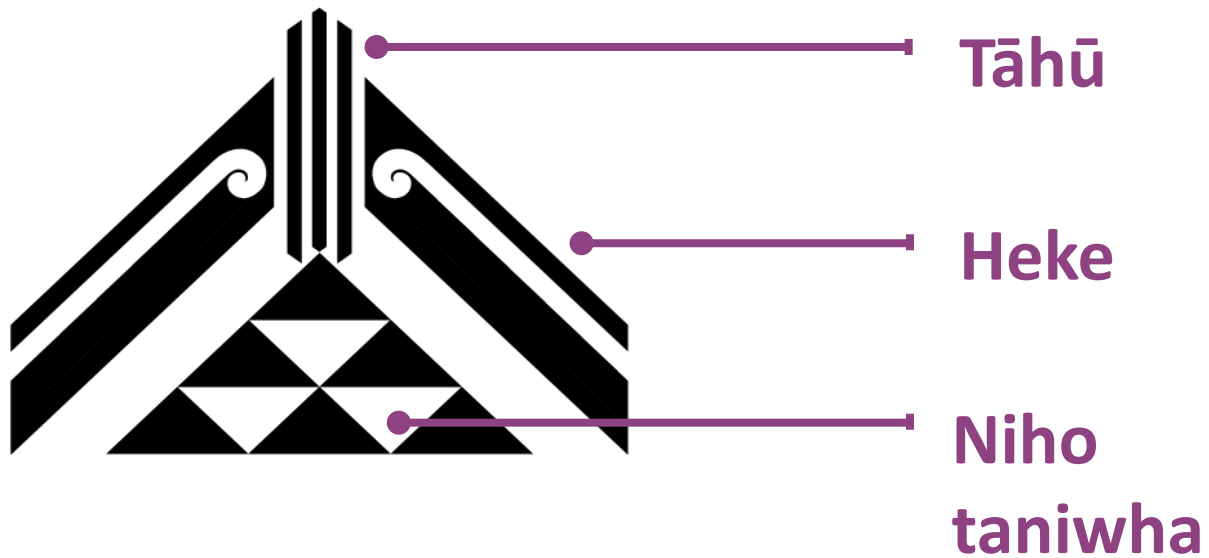
Health Quality &
Safety Commission
Te Tāhū Hauora

Incorporating HFE into the work of the Commission

Dr Leona Dann – Specialist system safety
RN, RM, MMid (Hon), DHSc, PGCert EHF

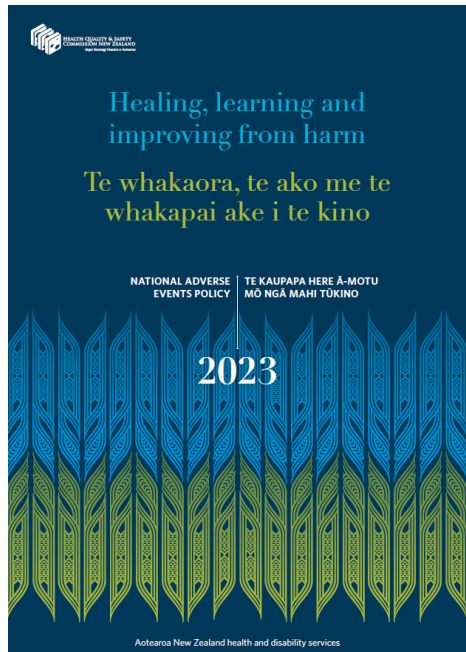
July 2026

Embedding and enacting Te Tiriti o Waitangi

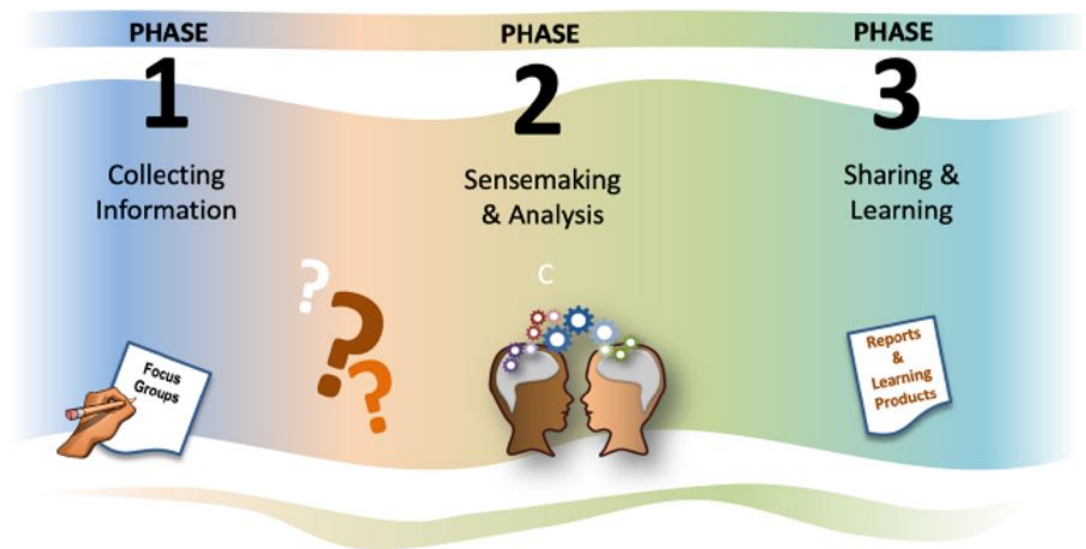


Mission: Whakauru. Whakamōhio. Whakaawe. Whakapai ake.
Involve. Inform. Influence. Improve.

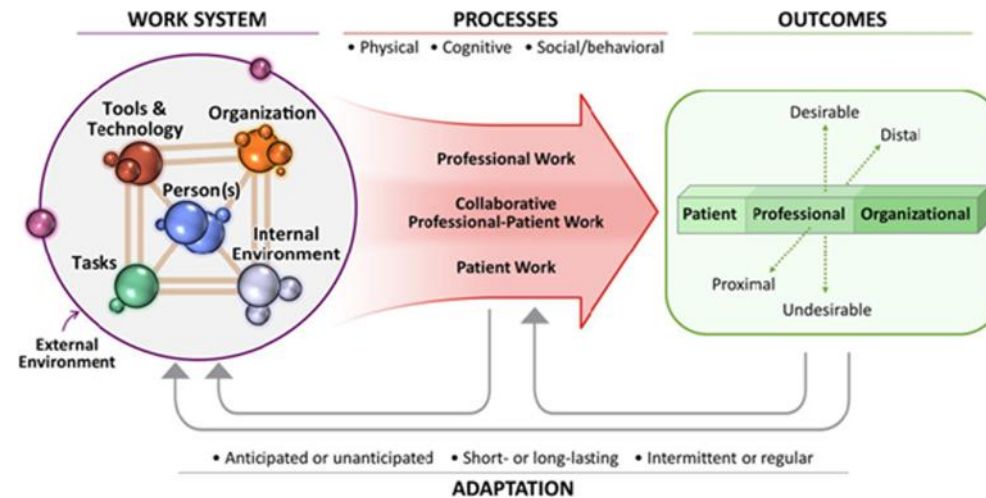
Healing, learning and improving from harm policy 2023



Learning review methodology



Systems engineering initiative for patient safety (SEIPS)



Te Tāhū Hauora: Human Factors | Ngā Āhua Tangata in health care – e-learning module

Health New Zealand
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Link to module:

[E-learning module: Human Factors | Ngā Āhua Tangata | Health Quality & Safety Commission Te Tāhū Hauora](#)

He mahi ngātahi kia kōunga:
He anga hei whakahaere where haumanu

**Collaborating for quality:
A framework for clinical governance**





The New Zealand Health and Disability System Safety Strategy

2026 to 2036

Strengthening the foundations
for system safety



Health NZ – Human Factors strategy

Dr Fiona Trevelyan

Design & Delivery Lead – Human Factors

Aim and vision

Dr Sarah Jackson - National Chief Quality & Patient Safety

Dr Fiona Trevelyan – Design & Delivery Lead – Human Factors

Workstream description

- Build national expertise in human factors (HF) to improve safety and system design.

What success looks like

- Human factors expertise embedded across Health NZ, demonstrably contributing to improved quality and safety outcomes, workforce wellbeing, system reliability, and equitable care for patients and whānau.

Health NZ – 3 year plan

- Establish a leadership structure for HFE in organisation.
- Embed HFE approach into strategic goals and operational policies.
- Build HFE capacity and capability within the workforce
- Develop, implement and evaluate a HFE programme of work

Year 1 – delivery

Increase profile of human factors in organisation

- Design and Delivery Lead - HF
- Paul Bowie – October 13 – 16 2026
- HF presentation to Chief Medical Officers – December 2026

Upskill (a limited number of) work teams with high potential to influence organisation

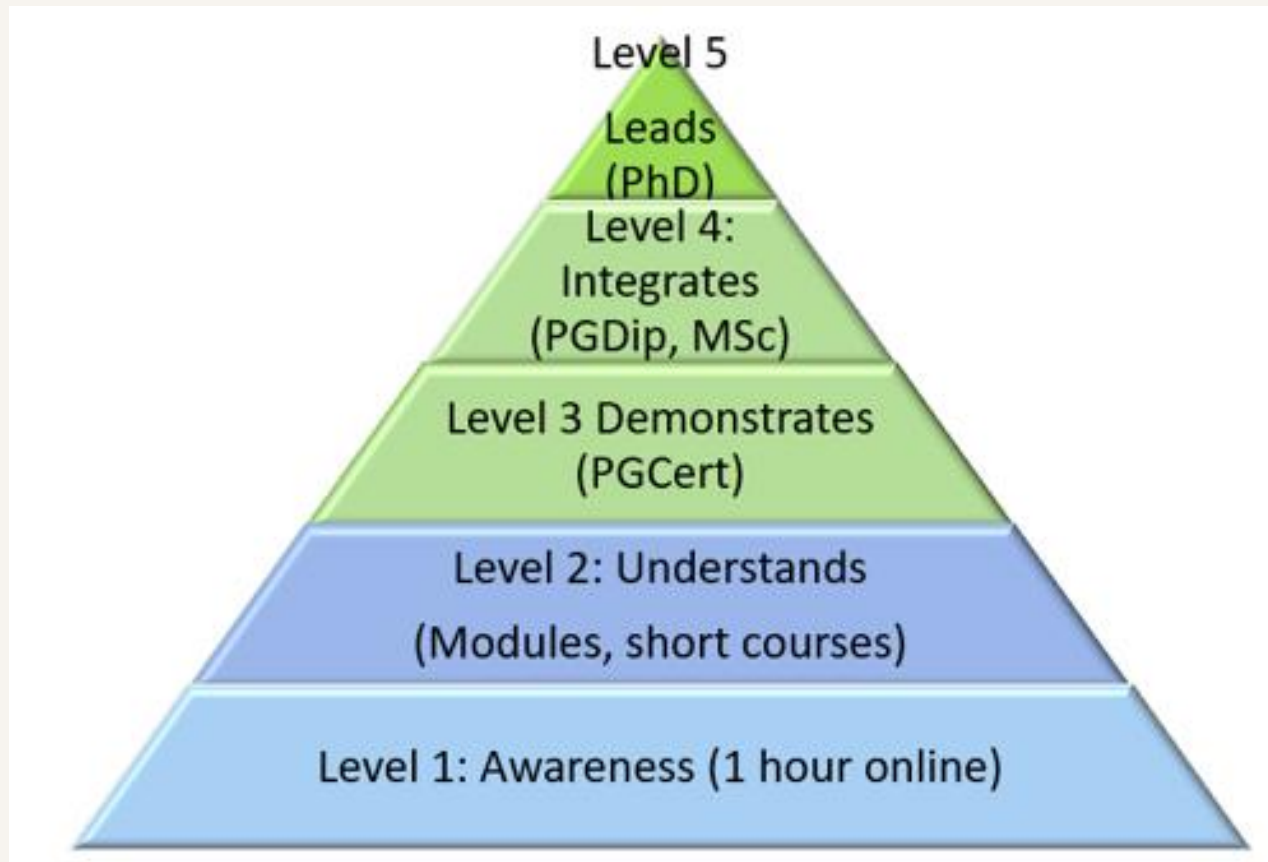
- Deliver Brilliant Basics module to work teams with high potential of influence
- Increase HF capability within M&H team and other work teams

Year 1 – delivery

Develop, implement and evaluate (a limited number of) HF projects

- Intervention study to evaluate air assist devices aimed at reducing staff and patient injuries associated with moving and handling
 - AUT/Active Healthcare/Mid Central hospital
- Evaluate Brilliant Basics introductory human factors modules
 - Massey University/Waitaha Canterbury
 - Include teams with high potential to influence organisation i.e. procurement, quality, health and safety

HFESNZ education pathway



[AUT](#)

[Massey University](#)
[AUT](#)

[Brilliant Basics introductory HF modules](#)

[HQSC eLearning HF module](#)

Discussion

- Q&A
- Discussion Topic:

“How might HFESNZ support and scaffold HF work across the health system over the next year and with an eye on the future?”

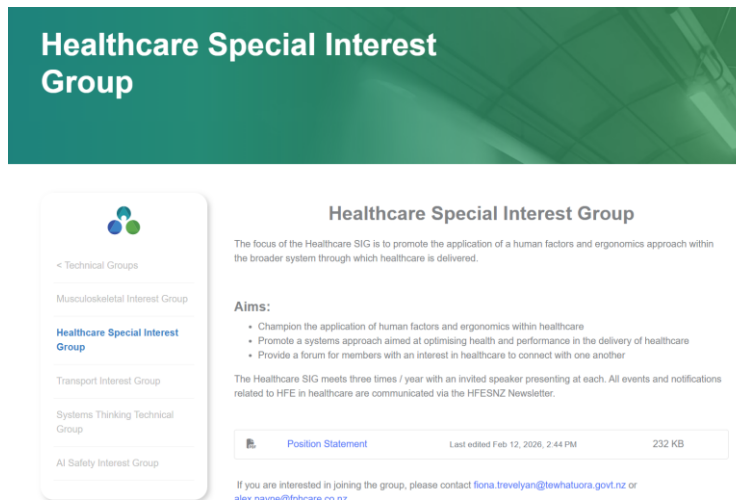


Close & Karakia

Thanks for attending!

For any suggestions for webinars, topics, presentations, please contact Alex (alex.payne@fphcare.co.nz) or Fiona (Fiona.Trevelyan@tewhatauora.govt.nz)

[Healthcare Special Interest Group | Human Factors and Ergonomics Society of New Zealand](#)



The screenshot shows the Healthcare Special Interest Group (SIG) webpage. The header is a green banner with the text "Healthcare Special Interest Group". Below the banner is a sidebar with a list of technical groups: "< Technical Groups", "Musculoskeletal Interest Group", "Healthcare Special Interest Group" (highlighted), "Transport Interest Group", "Systems Thinking Technical Group", and "AI Safety Interest Group". The main content area is titled "Healthcare Special Interest Group" and contains the following text:

The focus of the Healthcare SIG is to promote the application of a human factors and ergonomics approach within the broader system through which healthcare is delivered.

Aims:

- Champion the application of human factors and ergonomics within healthcare
- Promote a systems approach aimed at optimising health and performance in the delivery of healthcare
- Provide a forum for members with an interest in healthcare to connect with one another

The Healthcare SIG meets three times / year with an invited speaker presenting at each. All events and notifications related to HFE in healthcare are communicated via the HFESNZ Newsletter.

Below the text is a table with one row:

Position Statement	Last edited Feb 12, 2020, 2:44 PM	232 KB
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At the bottom, there is a note: "If you are interested in joining the group, please contact fiona.trevelyan@tewhatauora.govt.nz or alex.payne@fphcare.co.nz".

