

Unlocking **insights** with **human** factors and complex **systems** thinking



Bypassing the Emergency Department: Using human factors and systems thinking to identify the consequences of hospital adaptation

E. Austin¹, A. De Los Santos², P. Salmon³, and R. Clay-Williams¹

¹ Australian Institute of Health Innovation, Macquarie University, Sydney, Australia

² Western Sydney Local Health District, Sydney, Australia

³ Centre for Human Factors and Sociotechnical Systems, University of the Sunshine Coast, Sunshine Coast, Australia



MACQUARIE
University
SYDNEY • AUSTRALIA
Health
Western Sydney
Local Health District



Contact: Elizabeth Austin –
elizabeth.austin@mq.edu.au
Twitter: @DrLilAustin