

MONDAY 13 AUGUST 2018

08:30 – 09:00	Welcome and intro	Christian von Plessen, Erik Hollnagel, Jeffrey Braithwaite, Garth Hunte
Session 1	<i>Stories from real life (WAD)</i>	Chair: Carl Horsley
09:00 – 09:25	Kyota Nakamura, Kazue Nakajima	Dynamic performance of emergency medical team as seen in responding to unexpected clinical events
09:25 – 09:50	Robyn Clay-Williams, Elizabeth Austin, Brette Blakely, Jeffrey Braithwaite	Understanding everyday work in the hospital emergency department: clinician and patient perspectives
09:50 – 10:20	Coffee break <i>Create your profile at the new RHCN website</i>	
10:20 – 10:45	Makiko Takizawa, Yasuhiro Komatsu, Akihiko Yokohama, Kazue Nakajima	Re-forming the blood transfusion procedure in operating rooms: aligning WAI and WAD
10:45 – 11:10	Jennifer Jackson	What is nursing work-as-done?
11:10 – 11:30	Session summary and general discussion	
11:30 – 12:00	3 poster presentations – Chair: Marit S. de Vos	<ul style="list-style-type: none"> • Andrew Johnson: The resilient solutions assessment tool • Bettina Thude, Christian von Plessen: Resilience in transitions: coherence in health care • Preveena Dharmaraj, Sean Hardy, Sarah McAnally, Zhen Liu, Daniel Ding, Garth Hunte: Reading the 'NEWS' improves anticipation and predictive ability of triage in Canadian emergency departments
12:00 – 13:00	Lunch	

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Session 2	<i>Thinking about WAD</i>	Chair: Japan
13:00 – 13:25	Nikki L. Damen, Marit S. de Vos, Marco Moesker, Jeffrey Braithwaite, Rob AF de Lind van Wijngaarden, Jason Kaplan, Jaap F Hamming, Robyn Clay-Williams	Preoperative anticoagulation management in everyday clinical care: an international comparative analysis of work-as-done using the Functional Resonance Analysis Method (FRAM)
13:25 – 13:50	Jaap F. Hamming	Widening the perspective of surgical morbidity and mortality conferences: from learning from complications towards learning from everyday performance
13:50 – 14:15	Lev Zhuravsky	Creating resilience in health care organizations: the role of shared leadership in minding the gap between work-as-imagined and work-as-done
14:15 – 14:45	Coffee break <i>Create your profile at the new RHCN website</i>	
14:45 – 15:10	Dayane Maximiano Carvalho Ferreira, Tarcisio Abreu Saurin, Caroline Brum Rosso	Interactions between process improvement projects in health care systems: a complexity science perspective
15:10 – 15:35	Marianne Møller, Stig Ejdrup Andersen, Jørn Helder, Christian von Plessen	How patients succeed in managing long-term medication processes
15:35 – 16:00	Session summary and general discussion	
16.00 – 16:30	3 poster presentations - Chair: Shawna Perry	<ul style="list-style-type: none"> • Louise A Ellis, Kate Churruca, Janet C Long, Jeffrey Braithwaite: How Resilient Health Care offers a new perspective on safety culture • Carl Horsley, Catherine Francis: Overcoming Sisyphus: change in complex systems • Torben Nordahl Amorøe:
16.45 – 18:00	Social arrangement: Explore the beautiful surroundings in the company of a local guide	
18.30	Dinner	

TUESDAY 14 AUGUST 2018

Session 3	<i>How can we learn from WAD and how can we bring it to others?</i>	Chair: Jaap F. Hamming
08:30 – 08:55	Janet Anderson	Never events in the UK National Health Service: how can Resilient Health Care inform the investigation of never events?
08:55 – 09:20	Garth Hunte	Muddle in the mangle — paradox and pragmatism: implications for resilience in everyday practice
09:20 – 09:45	Siv Hilde Berg, Kristine Rørtveit, Frederik A Walby, Karina Aase	Health care professionals' experiences of resilience in mental health wards
09:45 – 10:15	Coffee break <i>Create your profile at the new RHCN website</i>	
10:15 – 10:40	Axel Ros, Erik Hollnagel	Delivering Resilient Health Care management education
10:40 – 11:05	Jane O'Hara, Ruth Baxter, Natasha Hardicre, Jenni Murray, Rosie Shannon, Rebecca Lawton	Partners at care transitions: can we systematically support patients and families to improve the resilience of transitional care?
11:05 – 11:30	Session summary and general discussion	
11:30 – 12.30	Lunch	

TUESDAY 14 AUGUST 2018

Session 4	<i>RHC as a scientific challenge</i>	Chair: Janet Anderson
12:30 – 12:55	Siri Wiig, Carl Macrae	Developing a multilevel resilience in health care framework
12:55 – 13:20	Kate Churruca, Louise A Ellis, Janet C Long, Jeffrey Braithwaite	The importance of sensemaking for systems resilience
13:20 – 13:45	Mary D Patterson, Ellen Deutsch	Surfacing adaptive capacity
13:45 – 14:15	Coffee break <i>Create your profile at the new RHCN website</i>	
14:15 – 14:40	Rob Robson	A CAS framework for RHC: a few simple questions for Resilient Health Care efforts, studies, and research
14:40 – 15:05	Carl Horsley, Catherine Francis	Beyond Safety-II
15:05 – 16:05	RHC Prize	Jeffrey Braithwaite, Erik Hollnagel, Karina Aase, Christian von Plessen
18.00	Dinner	

WEDNESDAY 15 AUGUST 2018

Session 5	<i>Tools for RHC</i>	Chair: Siri Wiig
08:30 – 08:55	Karina Aase, Carolyn Canfield, Jane O'Hara	A framework for patient and carer involvement in resilience studies (TOGETHER)
08:55 – 09:20	Caroline Brum Rosso, Tarcisio Abreu Saurin	Hybrid simulation as a support to decision making in the ICU: the contribution of the resilience engineering perspective
09:20 – 09:45	Andrew Johnson, Robyn Clay-Williams, Paul Lane	The framework for better care: 12 months on
09:45 – 10:15	Coffee break <i>Create your profile at the new RHCN website</i>	
10:15 – 10:40	Daina Selga, Marie Ekberg, Pia Altgård	Report from a pilot project with a resilience tool based on the resilience analysis grid
10:40 – 11:05	Harumi Kitamura, Ayumi Tokunaga, Kazue Nakajima	Peer-to-peer network: the essential to the Resilient Health Care system for chronic disease
11:05 – 11:30	Session summary and general discussion	
11:30 – 12.30	Lunch	

WEDNESDAY 15 AUGUST 2018

Session 6	<i>Beyond this meeting, the future beckons</i>	Chair: Erik, Jeffrey, Garth
12:30 – 13:30	RHC Lab (group work)	During the preceding sessions, participants will have the opportunity to write questions, etc., on Post-It notes. During the first hour (13:00 – 14:00) participants will be split into groups, which each will be given a number of notes to discuss and answer.
13:30 – 14:30	RHC Lab (discussion)	The second hour (14:00 – 15:00) will be used to a general reporting of the answers and feedback. This format combines a synthesis of the issues raised during the meeting and a kind of brainstorming, which may be useful for planning the future.
14:30 – 15:30	Coffee break <i>Create your profile at the new RHCN website</i>	
15:30 – 15:55	Janet C Long, Chiara Pomare, Louise A Ellis, Kate Churruca, Jeffrey Braithwaite	RHCN: Where do we go from here? Part 1: The Resilient Health Care Network: a social network analysis 2017
15:55 – 16:20	All RHCN participants	RHCN: Where do we go from here? Development of the new homepage? Part 2: Group discussion
16:20 – 16:30	Jeanette Hounsgaard	Thank you for participating
17:00 – 18:00	Music & Vine	
18.00	Farewell dinner	