

Tensions and Trade-Offs in Emergency Care Handover (ECHO Study)

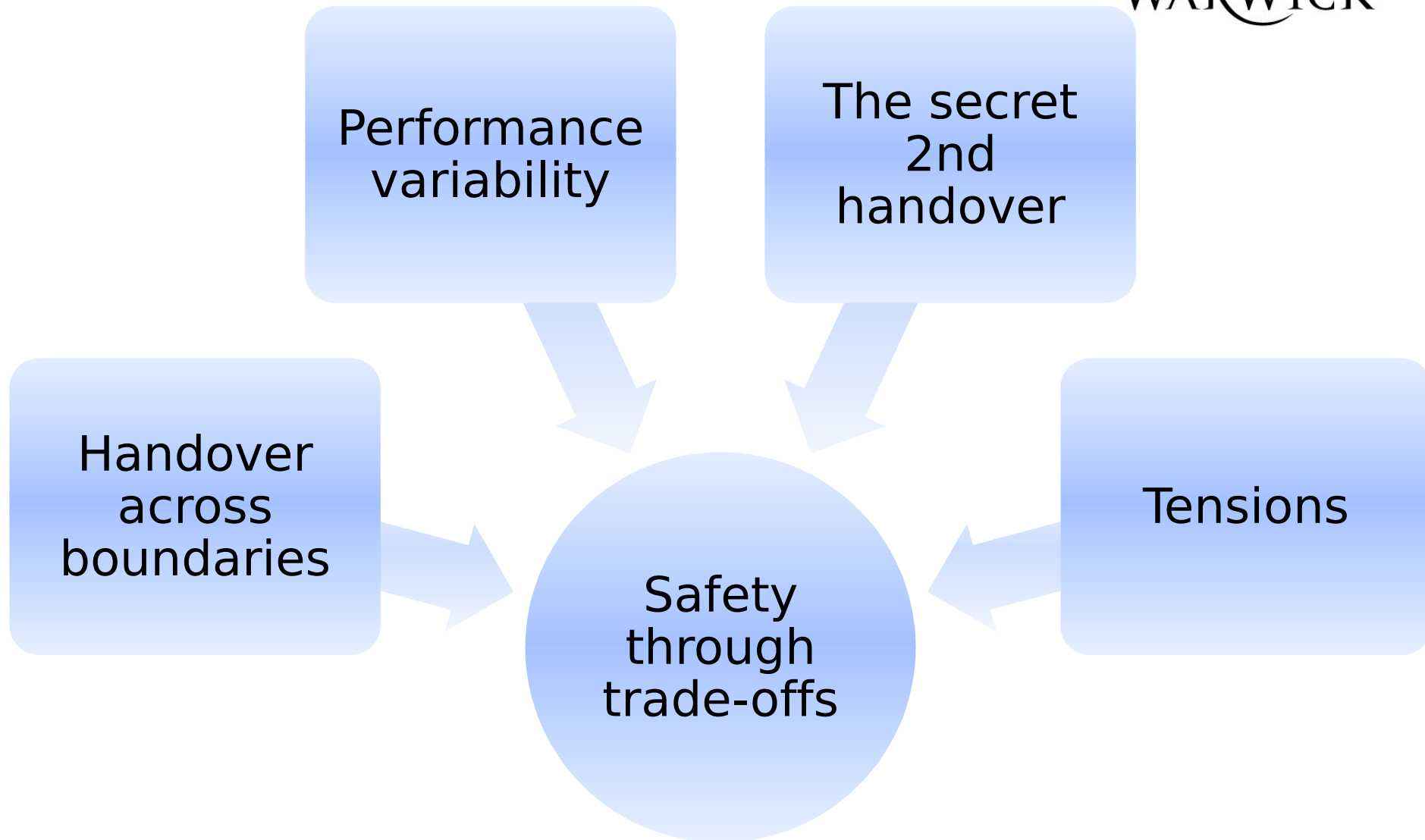
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Performance
variability

The secret
2nd
handover

Handover
across
boundaries

Tensions

Safety
through
trade-offs

Tensions

Documentation

Goals

Responsibility

Verbal Communication

Implications


Cannot simply eliminate tensions and disturbances



Design processes around needs of patient, not targets



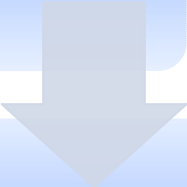
Culture of “doing what is right for the patient”



“Being able to put a face to a name”
– shop floor relationships

Research

Novel methods for system-based safety analysis in healthcare



Methods to assess / measure resilience



Engineering resilience