

RHCN 2018 Agenda

Monday 13 August 2018		
08:30 – 09:00	Welcome and intro	Christian von Plessen, Erik Hollnagel, Jeffrey Braithwaite
Session 1	Stories from real life (WAD)	Chair:
09:00 – 09:30	Kyota Nakamura, Kazue Nakajima	Dynamic performance of emergency medical team as seen in responding to unexpected clinical events
09:30 – 10:00	Robyn Clay-Williams, Elizabeth Austin, Brette Blakely, Jeffrey Braithwaite	Understanding everyday work in the hospital emergency department: clinician and patient perspectives
10:00 – 10:30	Coffee break	
10:30 – 11:00	Makiko Takizawa, Yasuhiro Komatsu, Akihiko Yokohama, Kazue Nakajima	Re-forming the blood transfusion procedure in operating rooms: aligning WAI and WAD
11:00 – 11:30	Jennifer Jackson	What is nursing work-as-done?
11:30 – 12:00	Session summary and general discussion	
12:00 – 13:00	Lunch	
Session 2	Thinking about WAD	Chair:
13:00 – 13:30	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)
13:30 – 14:00	Marlene Dyrlov Madsen	Ethics: does it play a role in Resilient Health Care?

14:00 – 14:30	Jaap F. Hamming	Widening the perspective of surgical morbidity and mortality conferences: from learning from complications towards learning from everyday performance
14:30 – 15:00	Coffee break	
15:00 – 15:30	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
15:30 – 16:00	Dayane Maximiano Carvalho Ferreira, Tarcisio Abreu Saurin, Caroline Brum Rosso	Interactions between process improvement projects in health care systems: a complexity science perspective
16:00 – 16:30	Marianne Møller, Stig Ejdrup Andersen, Jørn Helder, Christian von Plessen	How patients succeed in managing long-term medication processes
16:30 – 17:00	Session summary and general discussion	
17:00 – 18:00	Wine and cheese, poster presentations and short talks	<ul style="list-style-type: none"> ▪ 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 ▪ Louise A Ellis, Kate Churruca, Janet C Long, Jeffrey Braithwaite: How Resilient Health Care offers a new perspective on safety culture ▪ Bettina Thude, Christian von Plessen: Resilience in transitions: coherence in health care ▪ Carl Horsley, Catherine Francis: Overcoming Sisyphus: change in complex systems ▪ Andrew Johnson: The resilient solutions assessment tool

Tuesday 14 August 2018		
Session 3	How can we learn from WAD and how can we bring it to others?	Chair:
08:30 – 09:00	Janet Anderson	Never events in the UK National Health Service: how can Resilient Health Care inform the investigation of never events?
09:00 – 09:30	Garth Hunte	Muddle in the mangle — paradox and pragmatism: implications for resilience in everyday practice
09:30 – 10:00	Siv Hilde Berg, Kristine Rørtveit, Frederik A Walby, Karina Aase	Health care professionals' experiences of resilience in mental health wards
10:00 – 10:30	Coffee break	
10:30 – 11:00	Axel Ros, Erik Hollnagel	Delivering Resilient Health Care management education
11:00 – 11:30	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?
11:30 – 12:00	Session summary and general discussion	
12:00 – 13:00	Lunch	
Session 4	RHC as a scientific challenge	Chair:
13:00 – 13:30	Siri Wiig, Carl Macrae	Developing a multilevel resilience in health care framework
13:30 – 14:00	Kate Churruca, Louise A Ellis, Janet C Long, Jeffrey Braithwaite	The importance of sensemaking for systems resilience
14:00 – 14:30	Mary D Patterson, Ellen Deutsch	Surfacing adaptive capacity
14:30 – 15:00	Coffee break	

15:30 – 16:00	Rob Robson	A CAS framework for RHC: a few simple questions for Resilient Health Care efforts, studies, and research
16:00 – 16:30	Carl Horsley, Catherine Francis	Beyond Safety-II
16:30 – 17:30	RHC Prize	Jeffrey Braithwaite, Erik Hollnagel, Karina Aase, Christian von Plessen

Wednesday 15 August 2018		
Session 5	Tools for RHC	Chair:
08:30 – 09:00	Karina Aase, Carolyn Canfield, Jane O'Hara	A framework for patient and carer involvement in resilience studies (TOGETHER)
09:00 – 09:30	Caroline Brum Rosso, Tarcisio Abreu Saurin	Hybrid simulation as a support to decision making in the ICU: the contribution of the resilience engineering perspective
09:30 – 10:00	Andrew Johnson, Robyn Clay-Williams, Paul Lane	The framework for better care: 12 months on
10:00 – 10:30	Coffee break	
10:30 – 11:00	Daina Selga, Marie Ekberg, Pia Altgård	Report from a pilot project with a resilience tool based on the resilience analysis grid
11:00 – 11:30	Harumi Kitamura, Ayumi Tokunaga, Kazue Nakajima	Peer-to-peer network: the essential to the Resilient Health Care system for chronic disease
11:30 – 12:00	Session summary and general discussion	
12:00 – 13:00	Lunch	
Session 6	Beyond this meeting, the future beckons	Chair:
13:00 – 14:00	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.
14:00 – 15:00	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.
15:00 – 15:30	Coffee break	
15:30 – 16:00	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
16:00 – 16.30	All RHCN participants	RHCN: Where do we go from here? Part 2: Group discussion