

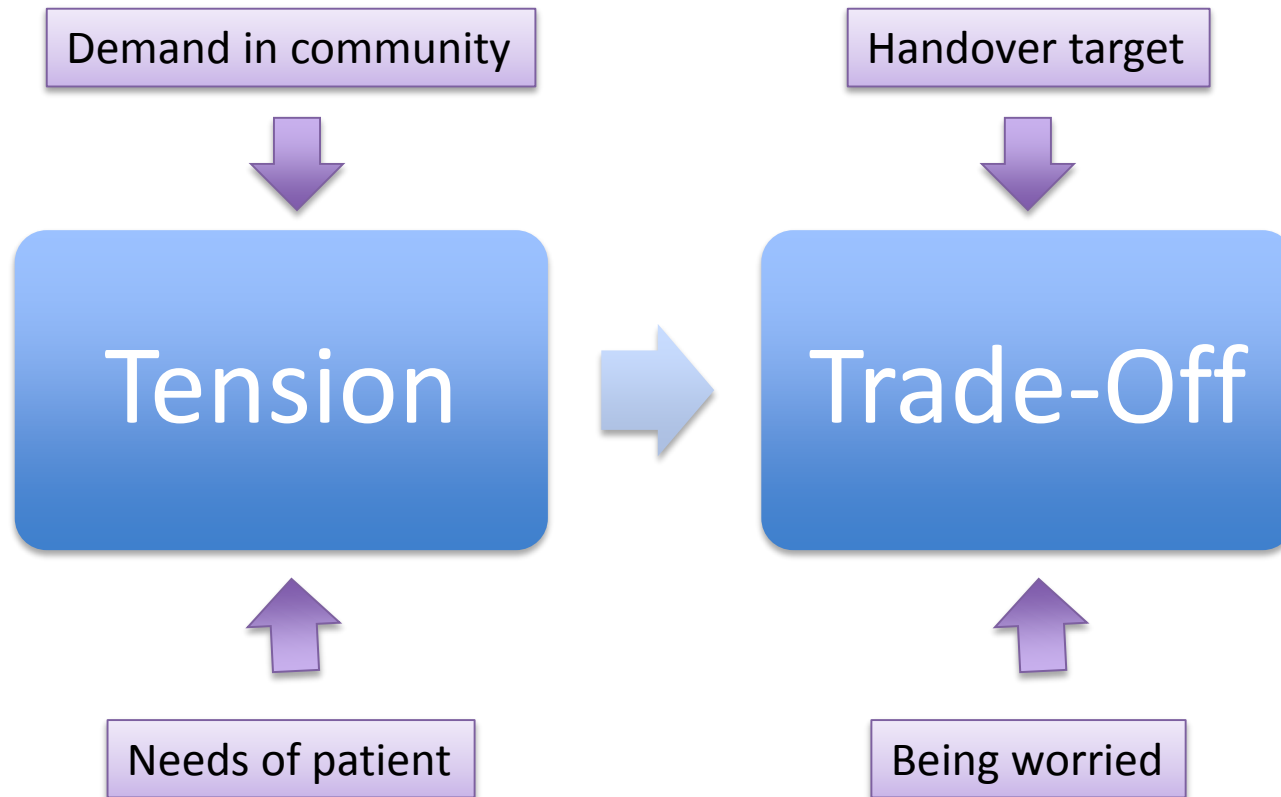
The role of trust in facilitating RHC

Mark Sujan

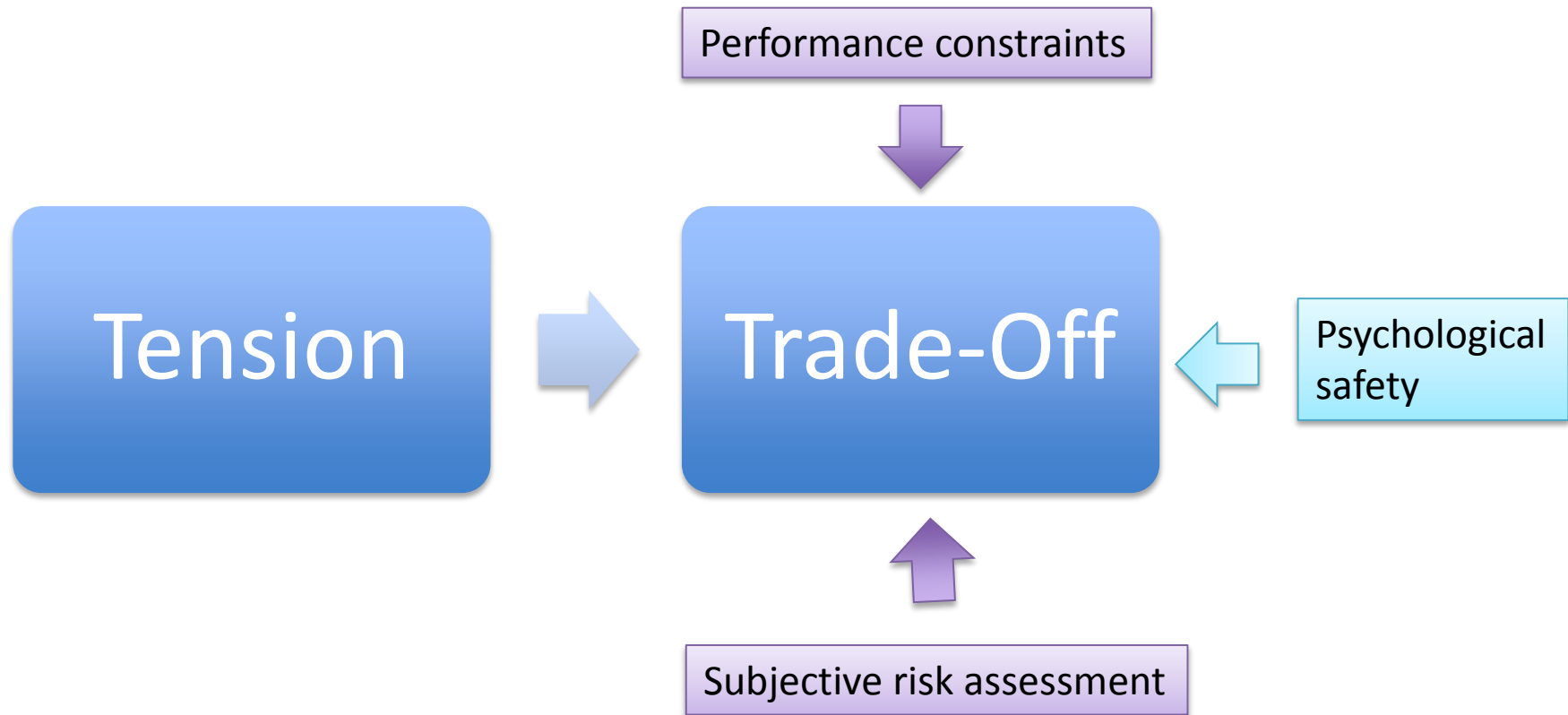
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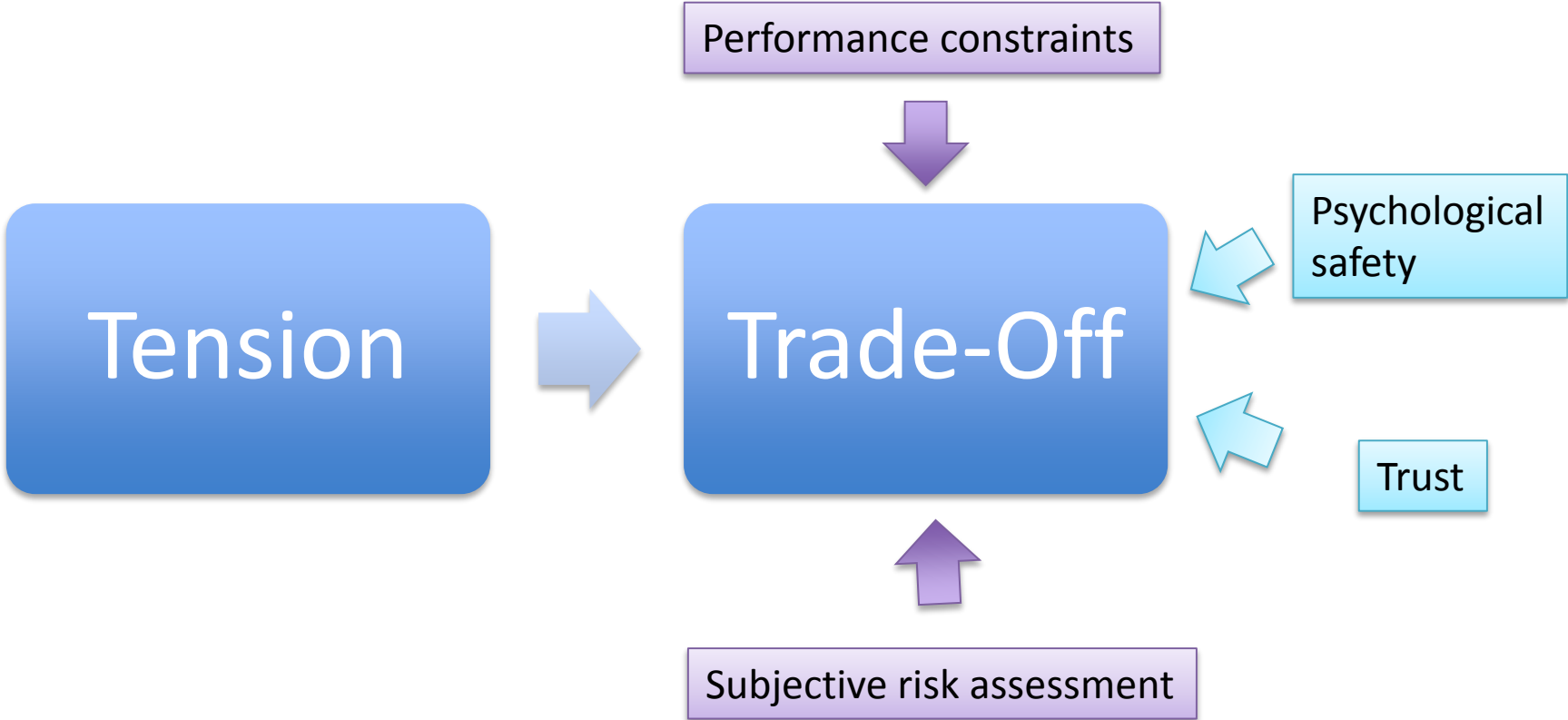
Subjective Risk Assessments – “Being worried”



Psychological Safety



Trust



Lessons for RHC

- Voice and organisational learning
- Trade-Off: Risk to patient and risk to self
- Extra capacity and the “angry colleague”

Discussion

- Does research on Trust / Psychological Safety help us to understand how people adapt?
- What needs to be better understood?
- What changes can be made in practice?