



RHCN 2016

Where Do We Go From Here?

threats and opportunities

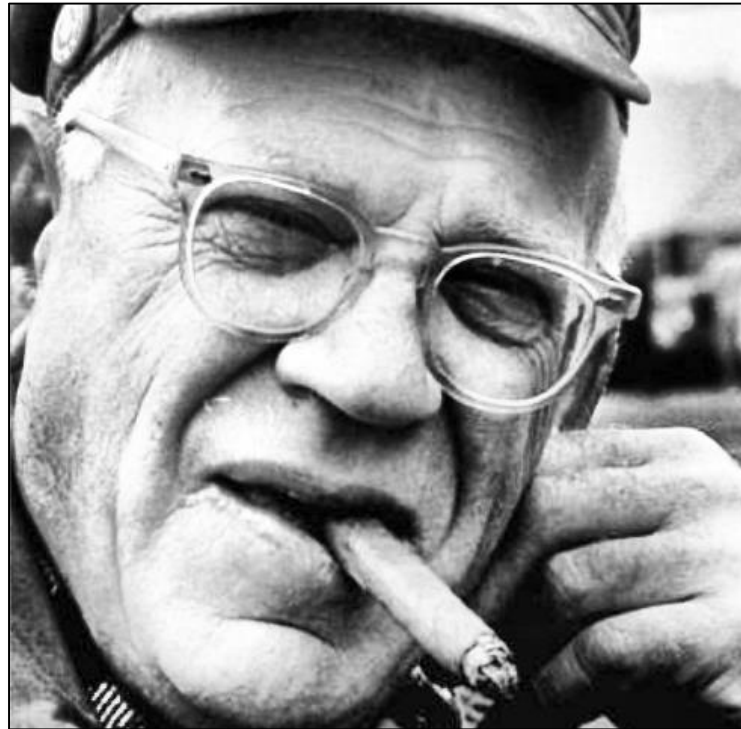
"The enemy always seemed to have three alternatives open to him and he usually chose the fourth"

Helmut von Moltke the Elder



threats

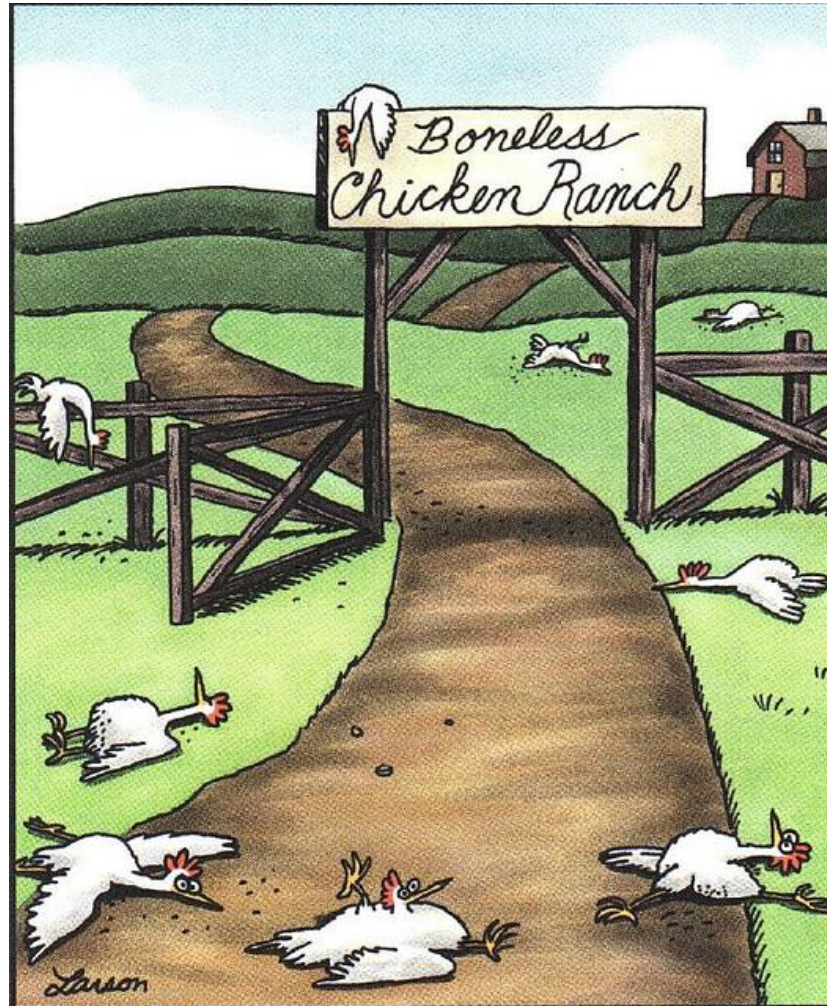
“Every great cause begins as a movement, turns into a corporation, and eventually becomes a racket.”



Eric Hoffer

is there a 'dark side'?

can there be too much resilience?



emergence



opportunities

the 'movement'

broader notion than may be typically held

Blumer 1986:

“Collective enterprises to establish a new order of life”

McLaughlin 1969:

- “Group behaviour directed in a concerted way at bringing about social change”

Brown 2004:

- health social movements
“collective challenges to medical ... policy, belief systems, research, practice ...”

patient involvement

more meaning in patient narratives than victimhood, pain, loss
need for pluralism in studying work – deliberate pairing
clinician, psychologist/engineer, patient
new source of data, partnership

can't be 'patient-centered pixy dust'
something must be given up
sometimes teacher, sometimes learner

relationships

WAI-WAD-WAR

each / all of these over time

always changing

level crossing

everyone's blunt end is someone else's sharp end

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slack

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measures

'measure and manage' brought us to our current state

but what about navigation aids rather than measurements?

respect the ecology

Jeffrey's paradox -- why is it that the industry w/ the smartest, most highly educated workforce, has this problem of misunderstanding, misconstruing, misapplying, and missing altogether, ideas from other places?

"What you're taking for granted is always more important than whatever you have your mind fixed on."

socio-cultural substrate on which ideas emerge as important as the ideas

'wicked problems'*

there are no clearly correct answers

nonetheless, some answers are better than others

constructing the question is part of the problem

the question may not be understood until after an answer has been found

there is not an exhaustively descriptive set of possible answers

*Rittel & Weber, 1973

system laws

Law of fluency (Woods)

“well adapted cognitive work occurs with a facility that belies the difficulties surmounted and dilemmas balanced

Law of stretched systems (Hirschhorn)

“interventions to increase safety will eventually be converted to increase productive efficiency”

Law of requisite variety (Ashby)

“every controller of a system must exhibit at least as much variety as the system being controlled”

