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

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Safety through trade-offs

- Performance variability
- The secret 2nd handover
- Handover across boundaries
- Tensions
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