The role of trust in facilitating RHC

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Subjective Risk Assessments – “Being worried”

- Demand in community
- Handover target

Tension

Trade-Off

- Needs of patient
- Being worried
Psychological Safety

Tension → Trade-Off

Performance constraints → Subjective risk assessment → Psychological safety
Trust

- Tension
- Trade-Off
  - Performance constraints
  - Psychological safety
  - Trust
- Subjective risk assessment
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?