

Towards resilient policies & procedures: the formal-informal dynamic

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point of view

Policy [p]

formal-informal dynamic

written c

company

A group of medical professionals, including nurses and doctors, are gathered around a patient lying on a gurney in a hospital setting. They are wearing blue scrubs and masks, indicating a sterile or controlled environment. The patient is lying on their back, and the medical staff appears to be performing a procedure or providing care. The background shows hospital equipment, including monitors and IV stands, and a sign that reads "TRAUMA 2". The overall scene conveys a sense of dynamic interaction and teamwork in a clinical setting.

dynamic inter-action

tensions and paradoxes

guide work

organizational legitimacy

orthogonal



support resilient performance

goal-oriented rules

Hale AR, Swuste P, Safety Science 1998;29:163-177

Presto.

ff
ad libitum
dim. *f*

trem. *sf* *dim.*

Più allegro.

ritard. *in tempo*

espress.

p. *cresc.* *p.* *f*

action-oriented rules

over/under specification

exercise of adaptive expertise

adjustment to context