

MONDAY 13 AUGUST 2018

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| 08:30 – 09:00 | Welcome and intro | Christian von Plessen, Erik Hollnagel, Jeffrey Braithwaite, Garth Hunte |
| Session 1 | <i>Stories from real life (WAD)</i> | Chair: Carl Horsley |
| 09:00 – 09:25 | Kyota Nakamura, Shin Nakajima, Kazue Nakajima | Dynamic performance of emergency medical team as seen in responding to unexpected clinical events |
| 09:25 – 09:50 | Robyn Clay-Williams, Elizabeth Austin, Brette Blakely, Jeffrey Braithwaite | Understanding everyday work in the hospital emergency department: clinician and patient perspectives |
| 09:50 – 10:20 | Coffee break <i>Create your profile at the new RHCN website</i> | |
| 10:20 – 10:45 | Makiko Takizawa, Yasuhiro Komatsu, Akihiko Yokohama, Kazue Nakajima | Re-forming the blood transfusion procedure in operating rooms: aligning WAI and WAD |
| 10:45 – 11:10 | Jennifer Jackson | What is nursing work-as-done? |
| 11:10 – 11:30 | Session summary and general discussion | |
| 11:30 – 12:00 | 2 poster presentations – Chair: Marit S. de Vos | <ul style="list-style-type: none"> • Bettina Thude, Christian von Plessen: Resilience in transitions: coherence in health care • Preveena Dharmaraj, Sean Hardy, Sarah McAnally, Zhen Liu, Daniel Ding, Garth Hunte: Reading the 'NEWS' improves anticipation and predictive ability of triage in Canadian emergency departments |
| 12:00 – 13:00 | Lunch | |

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| Session 2 | <i>Thinking about WAD</i> | Chair: Kyota Nakamura and Makiko Takizawa |
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| 13:00 – 13:25 | Nikki L. Damen, Marit S. de Vos, Marco Moesker, Jeffrey Braithwaite, Rob AF de Lind van Wijngaarden, Jason Kaplan, Jaap F Hamming, Robyn Clay-Williams | Preoperative anticoagulation management in everyday clinical care: an international comparative analysis of work-as-done using the Functional Resonance Analysis Method (FRAM) |
| 13:25 – 13:50 | Jaap F. Hamming | Widening the perspective of surgical morbidity and mortality conferences: from learning from complications towards learning from everyday performance |
| 13:50 – 14:15 | Lev Zhuravsky | Creating resilience in health care organizations: the role of shared leadership in minding the gap between work-as-imagined and work-as-done |
| 14:15 – 14:45 | Coffee break <i>Create your profile at the new RHCN website</i> | |
| 14:45 – 15:10 | Dayane Maximiano Carvalho Ferreira, Tarcisio Abreu Saurin, Caroline Brum Rosso | Interactions between process improvement projects in health care systems: a complexity science perspective |
| 15:10 – 15:35 | Marianne Møller, Stig Ejdrup Andersen, Jørn Helder, Christian von Plessen | How patients succeed in managing long-term medication processes |
| 15:35 – 16:00 | Session summary and general discussion | |
| 16.00 – 16:30 | 3 poster presentations - Chair: Shawna Perry | <ul style="list-style-type: none"> • Louise A Ellis, Kate Churruca, Janet C Long, Jeffrey Braithwaite: How Resilient Health Care offers a new perspective on safety culture • Carl Horsley, Catherine Francis: Overcoming Sisyphus: change in complex systems • Torben Nordahl Amorøe: Learning resilient teamwork through interprofessional simulation-based education |
| 16.45 – 18:00 | Social arrangement: Explore the beautiful surroundings in the company of a local guide | |
| 18.30 | Dinner | |

TUESDAY 14 AUGUST 2018

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| Session 3 | <i>How can we learn from WAD and how can we bring it to others?</i> | Chair: Jaap F. Hamming |
| 08:30 – 08:55 | Janet Anderson | Never events in the UK National Health Service: how can Resilient Health Care inform the investigation of never events? |
| 08:55 – 09:20 | Garth Hunte | Muddle in the mangle – paradox and pragmatism: implications for resilience in everyday practice |
| 09:20 – 09:45 | Siv Hilde Berg, Kristine Rørtveit, Frederik A Walby, Karina Aase | Health care professionals' experiences of resilience in mental health wards |
| 09:45 – 10:15 | Coffee break <i>Create your profile at the new RHCN website</i> | |
| 10:15 – 10:40 | Axel Ros, Erik Hollnagel | Delivering Resilient Health Care management education |
| 10:40 – 11:05 | Jane O'Hara, Ruth Baxter, Natasha Hardicre, Jenni Murray, Rosie Shannon, Rebecca Lawton | Partners at care transitions: can we systematically support patients and families to improve the resilience of transitional care? |
| 11:05 – 11:30 | Session summary and general discussion | |
| 11:30 – 12.30 | Lunch | |

TUESDAY 14 AUGUST 2018

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| Session 4 | <i>RHC as a scientific challenge</i> | Chair: Janet Anderson |
| 12:30 – 12:55 | Siri Wiig, Carl Macrae | Developing a multilevel resilience in health care framework |
| 12:55 – 13:20 | Kate Churruca, Louise A Ellis, Janet C Long, Jeffrey Braithwaite | The importance of sensemaking for systems resilience |
| 13:20 – 13:45 | Mary D Patterson, Ellen Deutsch | Surfacing adaptive capacity |
| 13:45 – 14:15 | Coffee break <i>Create your profile at the new RHCN website</i> | |
| 14:15 – 14:40 | Rob Robson | A CAS framework for RHC: a few simple questions for Resilient Health Care efforts, studies, and research |
| 14:40 – 15:05 | Carl Horsley, Catherine Francis | Beyond Safety-II |
| 15:05 – 16:05 | RHC Prize | Jeffrey Braithwaite, Erik Hollnagel, Karina Aase, Christian von Plessen |
| 18.00 | Dinner | |

WEDNESDAY 15 AUGUST 2018

| Session 5 | <i>Tools for RHC</i> | Chair: Siri Wiig |
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| 08:30 – 08:55 | Karina Aase, Carolyn Canfield, Jane O'Hara | A framework for patient and carer involvement in resilience studies (TOGETHER) |
| 08:55 – 09:20 | Caroline Brum Rosso, Tarcisio Abreu Saurin | Hybrid simulation as a support to decision making in the ICU: the contribution of the resilience engineering perspective |
| 09:20 – 09:45 | Andrew Johnson | The resilient solutions assessment tool |
| 09:45 – 10:15 | Coffee break <i>Create your profile at the new RHCN website</i> | |
| 10:15 – 10:40 | Daina Selga, Marie Ekberg, Pia Altgård | Report from a pilot project with a resilience tool based on the resilience analysis grid |
| 10:40 – 11:05 | Harumi Kitamura, Ayumi Tokunaga, Kazue Nakajima | Peer-to-peer network: the essential to the Resilient Health Care system for chronic disease |
| 11:05 – 11:30 | Session summary and general discussion | |
| 11:30 – 12.30 | Lunch | |

WEDNESDAY 15 AUGUST 2018

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| Session 6 | <i>Beyond this meeting, the future beckons</i> | Chair: Erik, Jeffrey, Garth |
| 12:30 – 13:30 | RHC Lab (group work) | During the preceding sessions, participants will have the opportunity to write questions, etc., on Post-It notes. During the first hour (13:00 – 14:00) participants will be split into groups, which each will be given a number of notes to discuss and answer. |
| 13:30 – 14:30 | RHC Lab (discussion) | The second hour (14:00 – 15:00) will be used to a general reporting of the answers and feedback. This format combines a synthesis of the issues raised during the meeting and a kind of brainstorming, which may be useful for planning the future. |
| 14:30 – 15:30 | Coffee break <i>Create your profile at the new RHCN website</i> | |
| 15:30 – 15:55 | Janet C Long, Chiara Pomare, Louise A Ellis, Kate Churruca, Jeffrey Braithwaite | RHCN: Where do we go from here? Part 1: The Resilient Health Care Network: a social network analysis 2017 |
| 15:55 – 16:20 | All RHCN participants | RHCN: Where do we go from here? Development of the new homepage? Part 2: Group discussion |
| 16:20 – 16:30 | Jeanette Hounsgaard | Thank you for participating |
| 17:00 – 18:00 | Music & Vine | |
| 18.00 | Farewell dinner | |