

# **Welcome to the Resilient Health Care Society Summer Meeting 2023**

**Preconference: Mon, May 22, 2023  
Meeting: Tues May 23-Thur May 25,  
2023**

**Embassy Suites, St Augustine, Florida 2023**

# Welcome



Dear Colleagues,

We are excited to welcome you to the Resilient Health Care Society Summer Meeting 2023. This is the first time that our meeting has been held in the United States and we hope that you will enjoy the setting of St. Augustine, Florida, and the Atlantic coast.

As we continue to emerge from Covid, we welcome the opportunity to connect and reconnect with one another. As is our custom, we are looking forward to sharing information, stories, discussions, and developing new understandings of Resilience Engineering and Safety II in health care.

Warmest regards,

Mary and Kevin  
On behalf of the Executive Committee

# Logistics

- Breakfast is from 0700-1000 in the hotel dining room
- There is an evening hotel reception everyday from 1630 until 1800
- Please see the program for dinner arrangements each day.
- Continuing education credits are available. Please sign in each day of the conference to receive an attendance certificate and continuing education credits.
- Some sessions will be videorecorded. The video will focus on the speakers. However audience members may be visible. Please let Kevin or Mary know if you have concerns.
- Although we are at the shore, please be aware that alligators are present in fresh and brackish water throughout Florida. All fresh water should be assumed to be inhabited by alligators. Avoid walking close to or wading in fresh water especially between dusk and daylight. If you want to see alligators up close, the alligator farm is just up the road from the hotel.

**RHC: Preconference 2023,  
May 22, 2023**

**Registration: 0730-0830  
Blue Heron Room**

**Introductions-0815-0830**

Mary Patterson- Welcome and Introduction of Speakers and Facilitators

**0830-0900- Background and Introduction to Safety I and Safety II and RHC –Robyn Clay-William- 30 min**

- Description/definitions and System,
- Margin,
- Brittleness.
- Boundaries
- Graceful Extensibility

• **0900-0930- Discussion- 30 min –facilitator- Carl Horsley**

**0930-0950- Break**

**2. 0950- 1100- Explanation of Concepts: Part 1**

- Work as imagined and work as done
- Efficiency thoroughness trade-offs (ETTO) **Ellen Deutsch 30 min**
- Complex Adaptive Systems.
- Resilience Potentials and collaborative learning **Siri Wiig and Cecile Haraldseid- 20 min**
- Resilience Capacities- **Hilda Lyng 20 min**

• **1100-1130 -Discussion- 30 min facilitator-Kazue Nakajima**

**1130-1230- Lunch**

**4. 1230-1400--Models And Strategies,**

- Resilience Analysis Grid(System capacity model)- **Mary Patterson – 15 min**
- CARES Model- **Birte Fagerdal-15 min**
- Functional Resonance Analysis Method (FRAM) -**Axel Ros- 20 min**
- RE and Risk management – **Robyn Clay-Williams – 20 min**
- Role of patients and Families in RE- **Veslemoy Guise-20 min**

**1400-1430-Discussion-30 minutes- Facilitator: Siri Wiig**

**1430-1500-Break**

**4. 1500-1530-“Resilient Healthcare in Action - Carl Horsley-30 min**

**1530-1600-Discussion- facilitator: Robyn Clay-Williams**

**6. 1600-1630 -Closing thoughts and summary-Jeffrey Braithwaite- 20 min**

**1630-1700 - Discussion & Questions: facilitator: Axel Ros**

**Reception: 1700-1830**

RHCS Summer meeting 2023

Registration: 0730-0830

Blue Heron Room

**Tuesday 23 May Day 1 Theme: Key RHC initiatives (RiH project, CaRE model, methods/research)**

8.30 – 9.00	Welcome and introductions, Mary and ExCom	
9.00 – 10.00	Session 1 – Resilience Engineering and Safety II: Current State and How We Got Here Jeffrey Braithwaite, Robyn Clay-Williams, Siri Wiig, Kazue Nakajima, Mary Patterson and Axel Ros	Keynote presentation
10.00 – 10.30	Coffee break	
10.30 – 12.00	Session 2 – moderator: <b>Siri Wiig</b> 1. Horsley C. The Limits of Resilience: adaptive coping and structural constraint. 2. Guise V, et al. Principles for patient and stakeholder involvement in resilience in healthcare. 3. O’Hara J, et al. A framework for conceiving and organising the work undertaken by patients and families to co-create safety: The Safety Work and Safety Capital (SWaSC) Model.	3 presentations + discussion
12.00 – 13.00	Lunch	
13.00 – 1430	Session 3- moderator: <b>Axel Ros</b> 1. Nakajima K, et al. A methodological approach to identify measures for mitigating performance adjustments causing a systemic problem. 2. Austin E, et al. Capacities for resilience in the Emergency Department: Viewing a complex system model through a conceptual framework 3. Chuang S, et al. Using the Covid-19 events to explore the mutual effects between system resilience and individual resilience in surgical services.	3 presentations + discussion
1430-1500	Coffee break	
1500– 1630	Session 5- moderator- <b>Carl Horsley</b> 1. Abe T. Enablers for synthesizing resilience performance in different types of medical teams in Japanese university hospitals. 2. Fagerdal B, et al. Health system factors’ influence on teams’ adaptive capacity – a case study in two Norwegian hospitals. 3. Clay-Williams R, et al. Understanding misalignments and adaptations in the hospital Emergency Department, and their contribution to resilient performance.	3 presentations + discussion

Sum: 9 presentations

Dinner at 1830 pm- Salt Life Restaurant (directly across the street from the hotel)

# ***Wednesday 24 May – Day 2 Theme: New perspectives (students, new participants)***

08.30 – 0930	<p>Session 6 Moderator : <b>Takeru Abe</b></p> <p>1. Ransolin N, et al. Built environment knowledge for resilient performance in the connecting areas of a surgical unit.</p> <p>2., Tsandila-Kalakou F, et al. Resilience factors contributing to healthcare professionals' adaptive capacity with hospital standardization: A scoping review.</p>	2 presentations + discussion
0930 – 1000	Coffee break	
10.00 – 1130	<p>Session 7 <b>moderator: Ellen Deutsch</b></p> <p>1. Akerjordet K, et al. Reaching toward resilient leadership.</p> <p>2. Safi M, et al. The application of Resilience Assessment Grid: A managerial tool?</p> <p>3. Seljemo C, et al. The role of local context for manager`s experiences and strategies when adapting to the COVID-19 pandemic in Norwegian homecare services. A-multiple case study.</p>	3 presentations + discussion
1130-1230	Lunch	
1230-1400	<p>Session 8- moderator <b>Kazue Nakajima</b></p> <p>1. Erga C, et al. What does sensemaking has to offer to the field of resilient health care?</p> <p>2. Askeland S, et al. Service providers' adaptations to ensure coordinated and family-centered care for children with cerebral palsy.</p> <p>3. Øyri S, et al. Stakeholder involvement in internal and external inspection of adverse event – a multi-level study of hospitals and regulatory inspection bodies in Norway.</p>	3 presentations + discussion
1400 – 14.30	Short break	
14.30 – 1445	<p>Session 9 – Posters (3 min each) moderator- <b>Mary Patterson</b></p> <p>1. Haase Juhl M, et al. Increasing resilience in primary care? Co-creating knowledge to improve medication safety in nursing homes based on perceptions of patient safety culture at the frontline.</p> <p>2. Ellis L, et al. Resilient Health Care research during COVID-19: A scoping review of study methods, tools, and factors that develop resilience.</p> <p>3. Lofquist E. Measuring the effects of leadership interactions on resilient behaviors mediated by psychological safety in patient care.</p>	3 poster presentations
1445-1515	Coffee break	
15.15-1630	<p>Session 10 moderator: <b>Jeffrey Braithwaite</b></p> <p><b>Theme – Remembering Robert Wears</b></p>	

**Dinner: 1830 at the hotel on the Anastasia/Coquina Terrace**

# ***Thursday 25 May – Day 3 Theme: translating into practice (clinical, training)***

8.30 – 10.00	<p>Session 11 – moderator <b>Siri Wiig</b></p> <ol style="list-style-type: none"> <li>1. Baxter R, et al. translation of RHC theory into practice; further findings from an empirical study first presented at RHC2022.</li> <li>2. Har aldseid-Driftland C, et al. Learning does not just happen. Establishing learning principles for tools helping to translate resilience into practice, based on a participatory approach.</li> <li>3. Lyng HB, et al. Healthcare personnel’s use of boundary objects when translating resilience into practise.</li> </ol>	3 presentations + discussion
10.00 - 10.30	Coffee break	
10.30 – 12.00	<p>Session 12 moderator <b>Axel Ros</b></p> <ol style="list-style-type: none"> <li>1. Patterson M, et al. Debriefing using Safety II Principles.</li> <li>2. Liao F, et al. Engineering windows to resilient performance in holistic care training.</li> <li>3. Liao AH, et al. Improving Surgical Nurses’ Retention Rate using a System-Based Individual Resilience Model at a University Hospital.</li> </ol>	3 presentations + discussion
12.00 – 13.00	Lunch	
13.00 – 14.30	<p>Session 13 moderator: <b>Kazue Nakajima</b></p> <ol style="list-style-type: none"> <li>1. Takizawa M, et al. Designing medication prescription alerts management system to reduce alert fatigue.</li> <li>2. Carrigan A, et al. Twenty-one years and still going strong: a case study of the resilience and sustainability of a Type 1 Diabetes transition program.</li> <li>3. Weggelaar M, et al. Met Verve Nurses in the Lead for Patient Safety</li> </ol>	3 presentations + discussion
14.30 – 15.00	Coffee break	
15.00 – 17.00	<p>Session 14 moderator: <b>Jeffrey Braithwaite and Robyn Clay-Williams</b></p> <p>What have we heard and what have we learned (incl. coffee break)</p> <p><b>Discussion</b></p>	

Sum: 9 presentations

***Grand sum: 26 presentations, 3 posters***

**Dinner: meet in hotel lobby at 6 pm (1800) for shuttle to Columbia Restaurant, Downtown St. Augustine. Dinner is at 6:30 pm at the Columbia. 98 St George St, St. Augustine, FL 32084**

**This is at short Lyft or Uber ride if you prefer to go into town early or stay after dinner.**