

RHCS Summer meeting 2022
Program

Sunday 14 August

Welcome dinner 18.00

Monday 15 August

8.30 – 9.00	Welcome and introductions , Axel Ros and Mary Patterson
9.00 – 10.00 <i>Chair</i> Jaap Hamming	Session 1 Theme: Introduction to Day 1 - International examples to set the scene (each presentation 12 minutes, to allow for good discussions) 1. Janet Anderson: Multi-level resilience: challenges in understanding resilience at the macro level 2. Mary Patterson: Evolution of healthcare worker adaptive capacity during the COVID pandemic
10.00 – 10.30	Coffee break
10.30 – 12.00 <i>Chair</i> Mary Patterson	Session 2 Theme: RHC Theory (each presentation 12 minutes, to allow for good discussions) 1. Hilda Bø Lyng: Exploring the nature of adaptive capacity for resilience in healthcare across different healthcare contexts; a metasynthesis of narratives 2. Natalie Sanford: CARE Model 2.0 – Understanding Adaptations in Different Types of Hospital Teams 3. Robyn Clay-Williams: Assessing specified vs general resilience in healthcare in New South Wales (NSW), Australia: slow and fast variables and COVID-19
12.00 – 13.00	Lunch
13.00 – 14.30 <i>Chair</i> Paul Lane	Session 3 Theme: RHC Theory/Methods (each presentation 12 minutes, to allow for good discussions) 1. Tarcisio Saurin: Law of requisite variety in practice: assessing the match between risk and actors' contribution to resilient healthcare 2. Janet Long: Rare perturbations. Management as imagined versus management as done? 3. Caroline Schlinkert: Development and evaluation of the Resilience Analysis Grid in Dutch hospitals
14.30 – 14.45	Short break
14.45 – 15.00 <i>Chair</i> Axel Ros	Session 4 Theme: Learning – different perspectives on learning Speed poster presentations (4 short presentations, 2 min each, 1 slide each, + poster) 1. Louise Ellis: Resilient healthcare during COVID-19: A review of the empirical research and lessons for the future 2. Mariam Safi (Bettina Thude presenter): FRAM and LEAN as tools for describing and improving the referral process between outpatient clinics in a Danish Hospital: complementary or conflicting? 3. Malte Lebahn-Hadidi: The Social Contract of Medical Errors and Healthcare Resilience 4. Peter Hibbert: How complexity science can improve learning from patient safety investigations
15.00 – 15.30	Coffee break
15.30 – 17.00 <i>Chair</i> Janet Anderson	Session 5 Theme: RHC Methods (each presentation 12 minutes, to allow for good discussions) 1. Elizabeth Austin: The next step in growing resilient health care research methods: Validating the Work Domain Analysis model for use in Emergency Departments 2. Véronique Bos: Implementing structured follow-up of neonatal and paediatric patients: an evaluation of three university hospital case studies using the functional resonance analysis method 3. Jaco Tresfon: Illustrating how work is done on a hospital ward – a Grounded Theory study of nurses' resilient performance.
19.00	Dinner

Tuesday 16 August

8.30 – 9.00	Reflection time
9.00 – 10.00 <i>Chair</i> Bettina Thude	Session 6 Theme: Introduction to Day 2 – translating resilience into practice (each presentation 12 minutes, to allow for good discussions) 1. Ruth Baxter: Is Resilient Health Care being lost in translation? Improvement-as-imagined versus improvement-as-done 2. Andrew Johnson: Conflict Competence - Improving System Resilience
10.00 – 10.30	Coffee break
10.30 – 12.00 <i>Chair</i> Marit de Vos	Session 7 Theme – co-designing with patients (each presentation 12 minutes, to allow for good discussions) 1. Jeanette Hounsgaard: Co-production as a way to ensure patient involvement in RHC 2. Veslemøy Guise: Patients' and family carers' contributions to resilience in healthcare: An explorative meta-analysis of a sample of health services research studies 3. Inger Johanne Bergerød: Developing methods to support collaborative learning and co-creation of Resilient Healthcare -tips for success and lessons learned from a Norwegian hospital cancer care study
12.00 – 13.00	Lunch
13.00 – 14.30 <i>Chair</i> Robyn Clay-Williams	Session 8 Theme – team learning tools (each presentation 12 minutes, to allow for good discussions) 1. Nawal Khattabi: How to improve cross-learning among clinical teams: The Resilient Performance Enhancement Toolkit (RPET) 2. Cecilie Haraldseid-Driftland: Developing a collaborative learning tool to promote adaptive capacity in healthcare 3. Merel Verhagen: How a reflective team meeting, based on the Safety-II perspective, affects team dynamics in surgical care: a qualitative study presenting a shared mental model.
14.30 – 14.45	Short break
14.45 – 15.00 <i>Chair</i> Axel Ros	Session 9 Theme: Responding – resilience in action Speed poster presentations (4 short presentations, 2 min each, 1 slide, + poster) 1. Sune Vork Steffensen: Cognitive conflicts and healthcare resilience in end-of-life decision-making 2. Mary Lavelle: Don't tell me to calm down: an organisational resilience approach to the management of aggression in mental health wards 3. Katja Schrøder: The Buddy Study - Evaluation of a peer support program for healthcare professionals after adverse events 4. Andrew Johnson: Coaching for Resilience 5. Sofia Kjellström: The work of first line managers – a key to resilience in manufacturing?
15.00 – 15.30	Coffee break
15.30 – 17.00 <i>Chair</i> Tarcisio Saurin	Session 10 Theme – teams in practice (each presentation 12 minutes, to allow for good discussions) 1. John Ambrose: A Qualitative Study on Resilience in Interprofessional Healthcare Teams and its Impact on Patient Safety During the COVID-19 Pandemic 2. Jan-Willem Weenink (Jaco Tresfon presenter): Room for resilience: a qualitative study about accountability mechanisms in the relation between work-as-done and work-as-imagined in hospital teams 3. Birte Fagerdal: Exploring the variety of team factors in adaptive capacity – lessons learnt from exploring structural, responsive, hybrid, and coordinating teams in two Norwegian hospitals
19.00	BBQ buffet dinner

Wednesday 17 August

8.30 – 10.00	RHCS General assembly and a discussion about formats for annual meetings/webinars etc <i>Open also for digital access on zoom for RHCS members</i>
10.00 – 10.30	Coffee break
10.30 – 12.00 <i>Chair</i> Siri Wiig	Session 11 Theme - technology and medication management (each presentation 12 minutes, to allow for good discussions) 1. Tarcisio Saurin: The role of digital technologies in resilient healthcare: study of the blood transfusion process 2. Sharon van Stralen: Double checking high-risk medication administration from a Safety-II perspective: deviations and considerations in daily practice 3. Liselotte van Dijk: Using the Functional Resonance Analysis Method (FRAM) as an intervention to analyse medication reconciliation at hospital discharge
12.00 – 13.00	Lunch
13.00 – 14.00 <i>Chair</i> Berit Axelsson	Session 12 Theme – Improving and reflecting for resilience (each presentation 12 minutes, to allow for good discussions) 1. Janet Anderson: Improving Quality Through Resilient Systems: The CARE-QI Handbook 2. Andrew Johnson: Resilience through Reflection - A new tool using the Resilience Potentials in Practice
14.00 – 14.15	Short break
14.15 – 17.00 <i>Chairs</i> Axel Ros and Jeffrey Braithwaite	What have we heard and what have we learned (incl. coffee break) This will be a work-shop with a World Café format, summarised in a one hour discussion 16.00-17.00 <i>The discussion 16.00-17.00 will also be open for digital access on zoom for RHCS members.</i>
19.00	Farewell dinner