

Resilience Café

- ***Overall Purpose Statement:*** To explore the potential for advancing health care safety via collaborative application of resilience science.
- ***Question for Round #1:*** What to you were the most interesting concepts or insights today about resilience science, and why?

Themes in Most Interesting Concepts and Insights

- The need to study what goes right
 - Safety I and Safety II
 - “Performance variation is the source of both successes and failures”
- Work as Imagined v Work as Done (WAI/WAD)
- Go beyond the 1st story to get to 2nd
- Need to address the 2nd victim (with humanity)
- Resilience science is still in its infancy

Resilience Café

- ***Overall Purpose Statement:*** To explore the potential for advancing health care safety via collaborative application of resilience science.
- ***Question for Round #2:*** What might be some of the best opportunities (issues, problems, settings) to apply resilience science concepts in health care, and why?

Themes in Best Opportunity to Apply

- Should be built into safety education (CME)
- Studying systems that lack slack
- Going beyond existing 'good catch' programs
- Study work-arounds
- Explain brittleness and ask staff to tell you where they see it in their daily work
- Any of the topics that we tend today to focus on in safety can be an application point to go from Safety I to Safety II (e.g., perinatal, medication administration)

Resilience Café

- ***Overall Purpose Statement:*** To explore the potential for advancing health care safety via collaborative application of resilience science.
- ***Question for Round #3:*** What do you see as some of the challenges (both conceptually and practically) that would have to be overcome in order to successfully apply resilience science to health care, and what do you think can be done to overcome these?

Themes in Challenges

- Requires deep shifts in thinking/paradigms (e.g., react-proact, linear-complex)
- Lack of concrete tools and methods to get started
- Lack of expertise
- Leadership support
- Perception of this as a “soft science”
- Willingness to expose systemic weaknesses
- Avoiding fad-ish

Open Space Topics

1. What needs to be studied/researched in resilience and who might fund it? *(Steve Knych)*
2. How do we scope current accident evaluation to begin moving people from Safety I to II? *(Lacey Colligan)*
3. Noticing brittleness, designing for resilience... in real life *(Beth Lay)*
4. How do we bridge the goals of optimization (e.g., lower costs) and still maintain resilience? *(who wrote this???)*
5. Spreading practical application of resilience to many organizations with varying degrees of sophistication? *(Rory Jaffe)*
6. Is there a government role in Meaningful Use Stage 3 for resilience engineering? *(Joe Bormel)*
7. How Safety I and Safety II can coexist in a lean organization *(Joanie Chin)*
8. How to set up a Safety Organization *(David Woods)*