

REGISTER NOW



23 November 2021

Online hui

Resilient health care – embracing the future

Modern health care is increasingly recognised as a complex adaptive system. Staff must navigate often-competing demands and dynamic conditions to deliver the safe care patients need.

There is a growing appreciation that health care providers create safe, high-quality care through their everyday adaptations, and their ability to improvise and adjust. It is this ability to adapt to changing conditions, known as system resilience, that allows staff to predict and potentially prevent harm, making safety everyone's responsibility.

The purpose of this hui is to explore this further and understand how our health and disability sector can create collectively the conditions for system resilience. We want to couple our current processes, which help us understand how failures have occurred (Safety-I), with continuous monitoring and improvement of system resilience and actions, to predict and prevent potential accidents (Safety-II). Thereby we create wider opportunities to understand how to keep everybody in health care safe.

At the hui, national and international speakers who specialise in concepts of resilient health care will share their understanding of implementing these concepts within primary and hospital care settings.

Registration

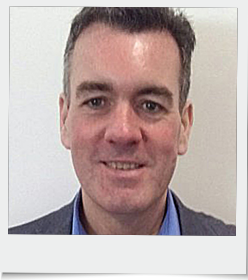
The cost to attend is \$100 + GST

Register [here](#)

For more information, contact events@hqsc.govt.nz or visit the Commission's [website](#).

Continued over

OUR SPEAKERS



Professor Paul Bowie PhD MSc C.
*ErgHF MIEHF FRCPEd
FRCGP(Hon)*

Paul is a safety scientist, medical educator and chartered ergonomist and human factors specialist with NHS Education for Scotland based in Glasgow, where he is programme director (safety and improvement) and director of the Safety, Skills and Improvement Research Collaborative. He has worked in the National Health Service in Scotland for over 25 years in a range of quality and safety advisory roles.

He gained his doctorate in significant event analysis from the University of Glasgow in 2004. He has published over 120 articles in international peer-reviewed journals and co-edited a book on safety and improvement in health care. Paul is also honorary professor and a PhD supervisor/examiner at the University of Glasgow and honorary senior lecturer at the University of Edinburgh. He is honorary fellow of the Royal College of Physicians of Edinburgh and the Royal College of General Practitioners, and a registered member of the Chartered Institute of Ergonomics and Human Factors.



Adjunct Professor Carolyn Cranfield
*University of British
Columbia, Canada*

Carolyn Canfield, citizen-patient and adjunct professor, Faculty of Medicine at the University of British Columbia, Canada.

Carolyn Canfield works as a citizen-patient across Canada and internationally to expand opportunities for patients, carers and communities to partner with health care professionals in research, teaching, improvement and governance. Arising from sudden widowhood after her husband's care failures in 2008, Carolyn's full-time volunteering earned her recognition as Canada's first patient safety champion and appointment as adjunct professor in the Faculty of Medicine at the University of British Columbia. She works with the Innovation Support Unit in the Department of Family Practice, teaches patient safety in the undergraduate medical programme and School of Nursing, and is a member of the admissions sub-committee in the Department of Medicine. Since 2014 Carolyn has advanced a patient perspective within the Resilient Health Care Network. Her commitment to research includes contributions as co-researcher, advisor and reviewer for many Canadian and international projects and establishments. Carolyn co-founded 'Patients in Education' in British Columbia and the national Patient Advisors Network to develop capacity and leadership in citizen-patients across Canada.

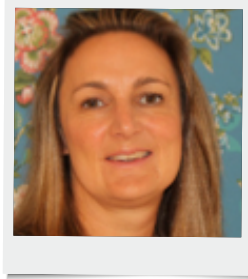


Dr Carl Horsley
MB ChB, FACEM, FCICM

Carl is an intensivist in the critical care complex at Middlemore Hospital, standing down as clinical head in 2018 to pursue his interests in safety science and quality improvement in health care.

Carl is due to complete a MSc Human Factors and System Safety, Lund University, Sweden in 2020. Meanwhile he continues to be involved in several committees, which include the National Burns Service Committee (2010-18), Deteriorating Patient Committee, Middlemore Hospital (2016-present) and Adverse Events Committee, Counties Manukau District Health Board.

The focus of his last four years has been in understanding and exploring the implications of Safety-II and resilience engineering for frontline clinical work. He is an active member of the Resilient Health Care Network (RHCN) and has presented widely on topics that include the medicolegal barriers to Safety-II, effecting change in complex systems, the implications for clinical simulation and the links between complexity and staff burnout. He has published in academic journals.



**Jo Wailing, research
associate, restorative
justice programme,
School of Government,
Victoria University of
Wellington**

Jo is an Associate of the Diana Unwin Chair in Restorative Justice and a registered nurse who has worked in multiple health care settings and roles for over twenty years. She is currently involved in several projects involving restorative practice, resilient health care and human factors with the Ministry of Health, Health Quality & Safety Commission, and the Accident Centre Cooperation.

Jo is a researcher, facilitator and advisor and has applied restorative practice and resilient health care principles to nurture safety culture, support consumers and staff involved in adverse events and resolve bullying and conflict. She researches safe health care and has published, presented and consults in international forums. Her PhD is evaluating if restorative practices can respond to health care harm to restore wellbeing and nurture resilient health care systems.