

Improving the hospital discharge process through a Safety II approach

Introduction



Ad van Velzen
Patient and patient partner



Dorien Zwart
Professor of General Practice, UMC Utrecht, Netherlands

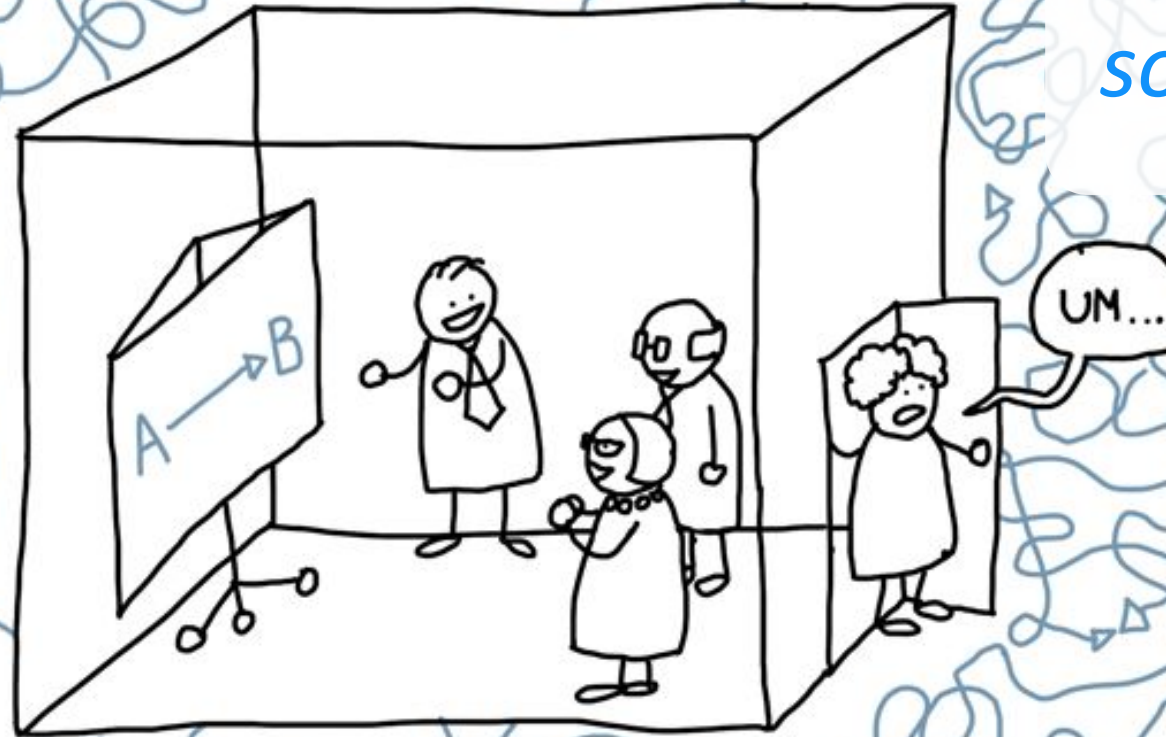


Bas de Vries
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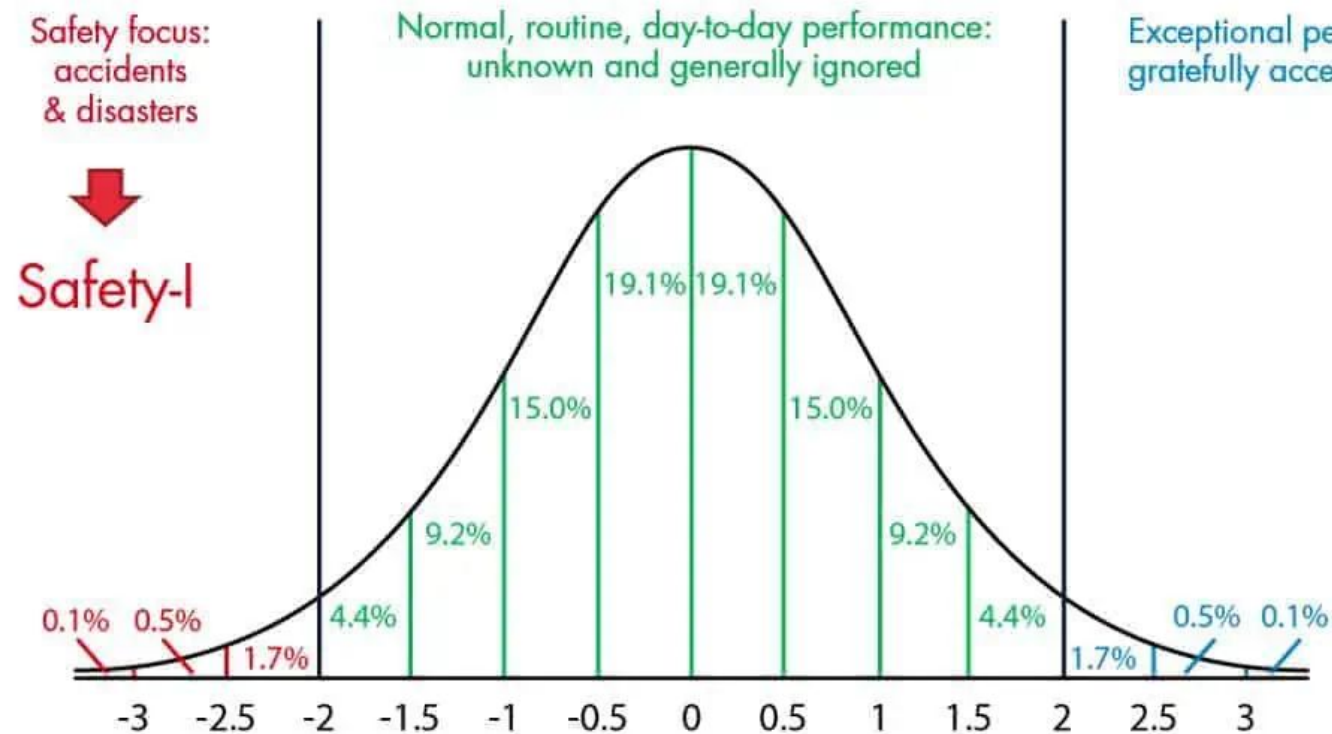


Milou Steenberg
Nurse Researcher, UMC Utrecht, Netherlands

Safety II approach: *sounds familiar?*



SAFETY-I TO SAFETY-II



Event probability and safety focus – Erik Hollnagel



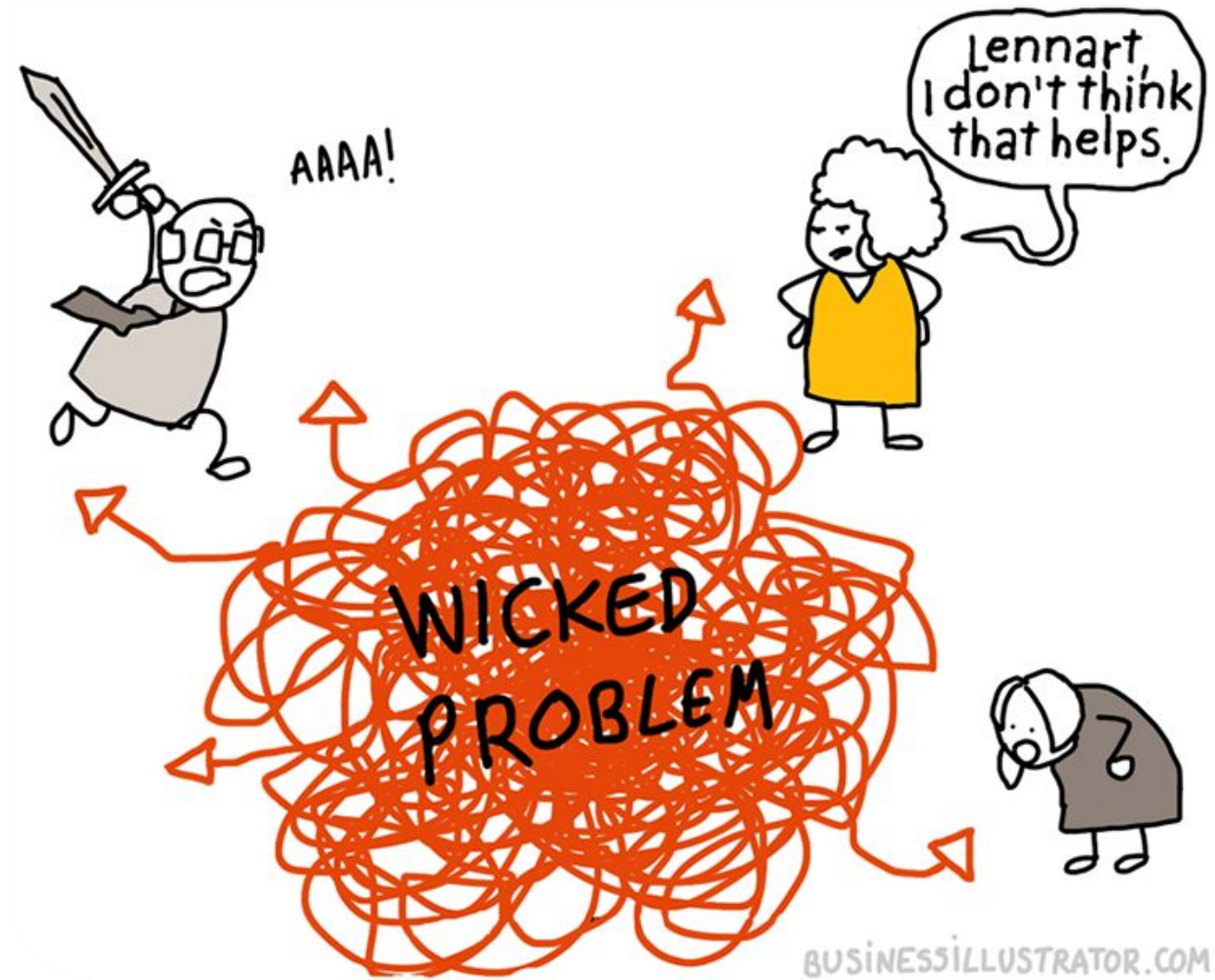




A patient's perspective

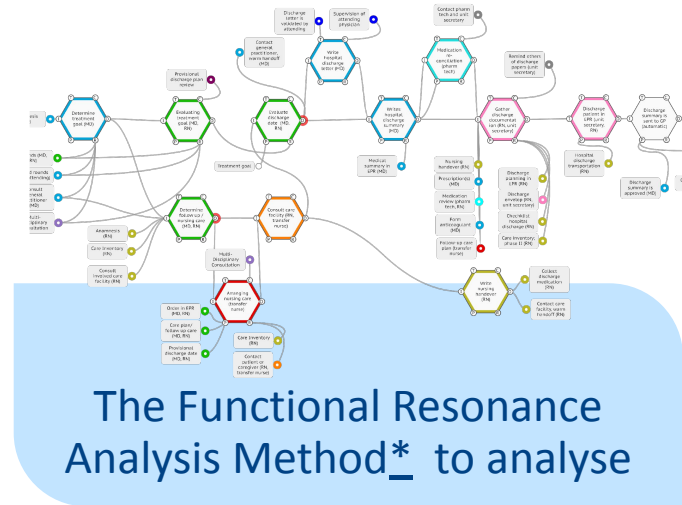


Discuss at the table



Our wicked problem

Trigger the mechanism ?



Using Video Reflexive
Ethnography to understand



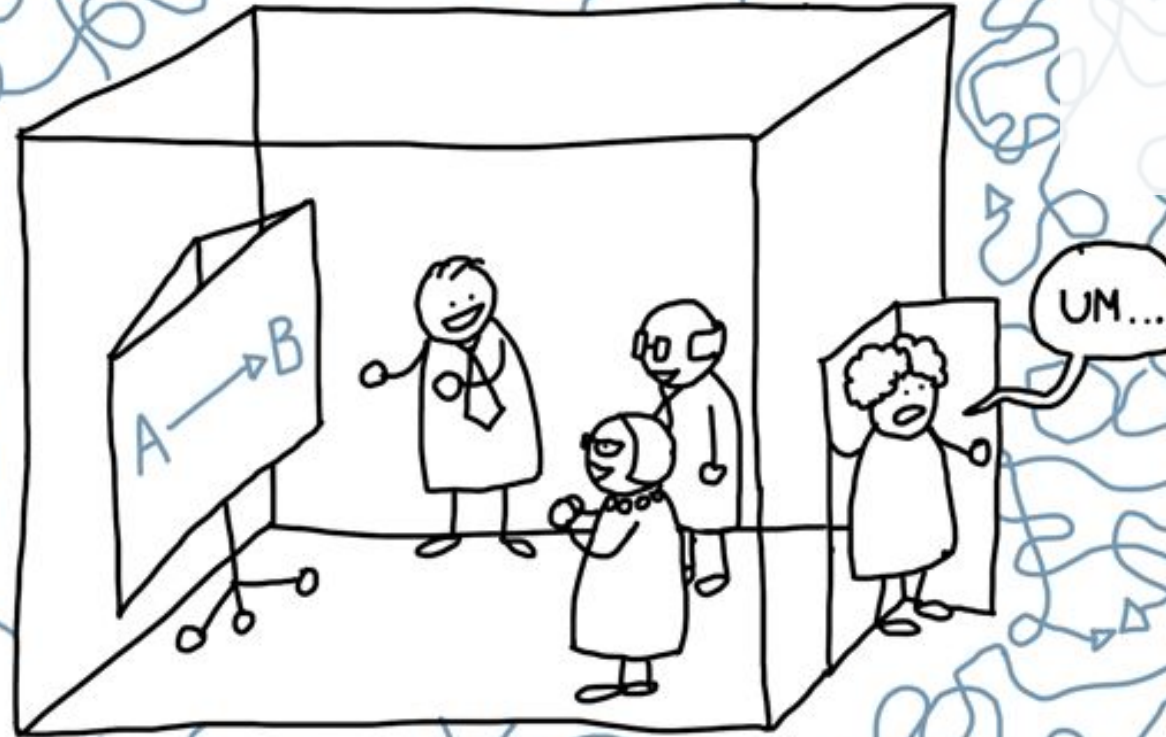
Redesign the intervention with
the intended mechanism

Involving the patient



11

Discuss at the table: How?



Improving practice using a Safety II approach:

real-world safety requires professionals to embrace daily variation and dare to adapt —together & transparently

Thank you



More information:



Video series



PURE profile



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