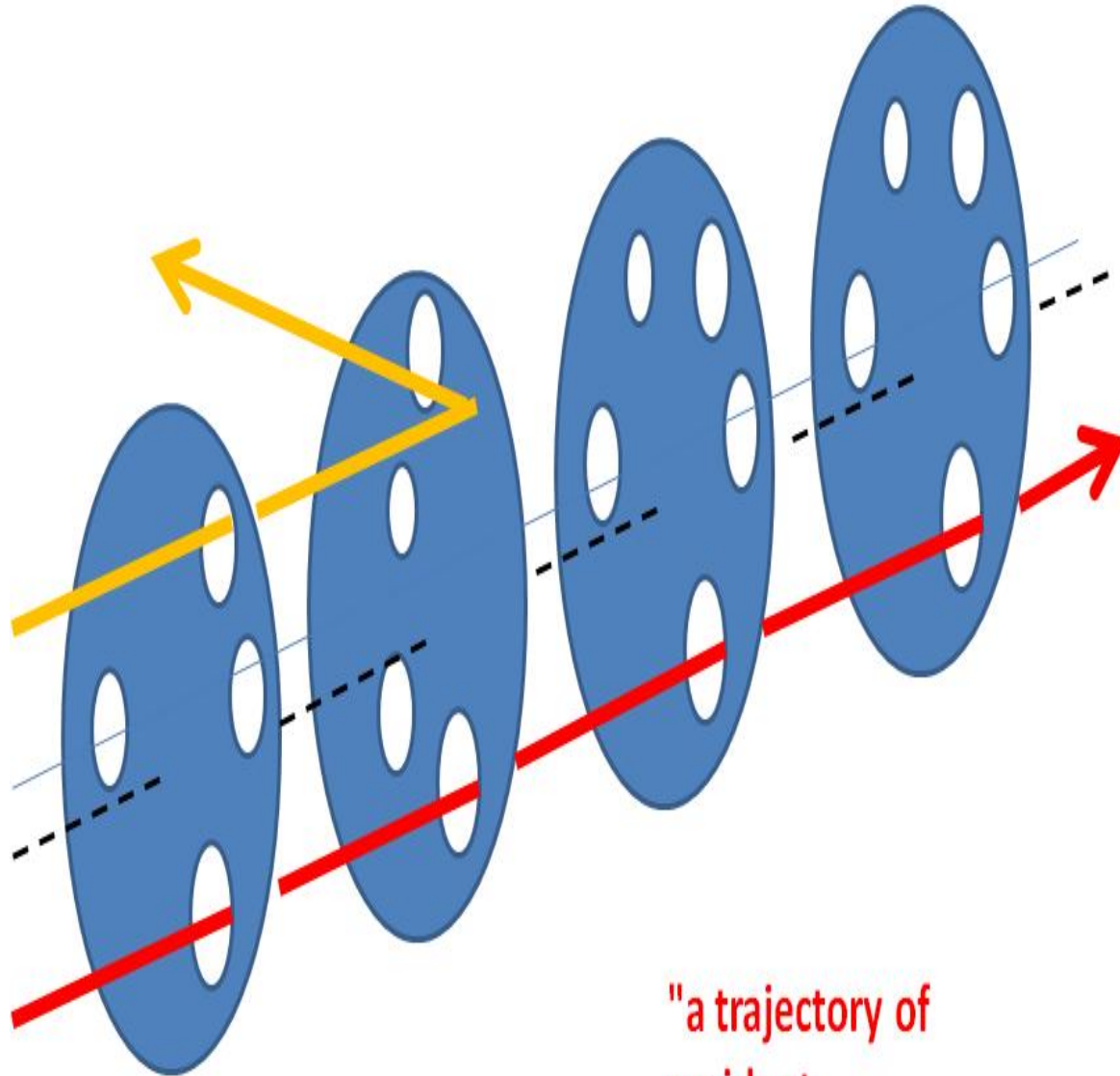




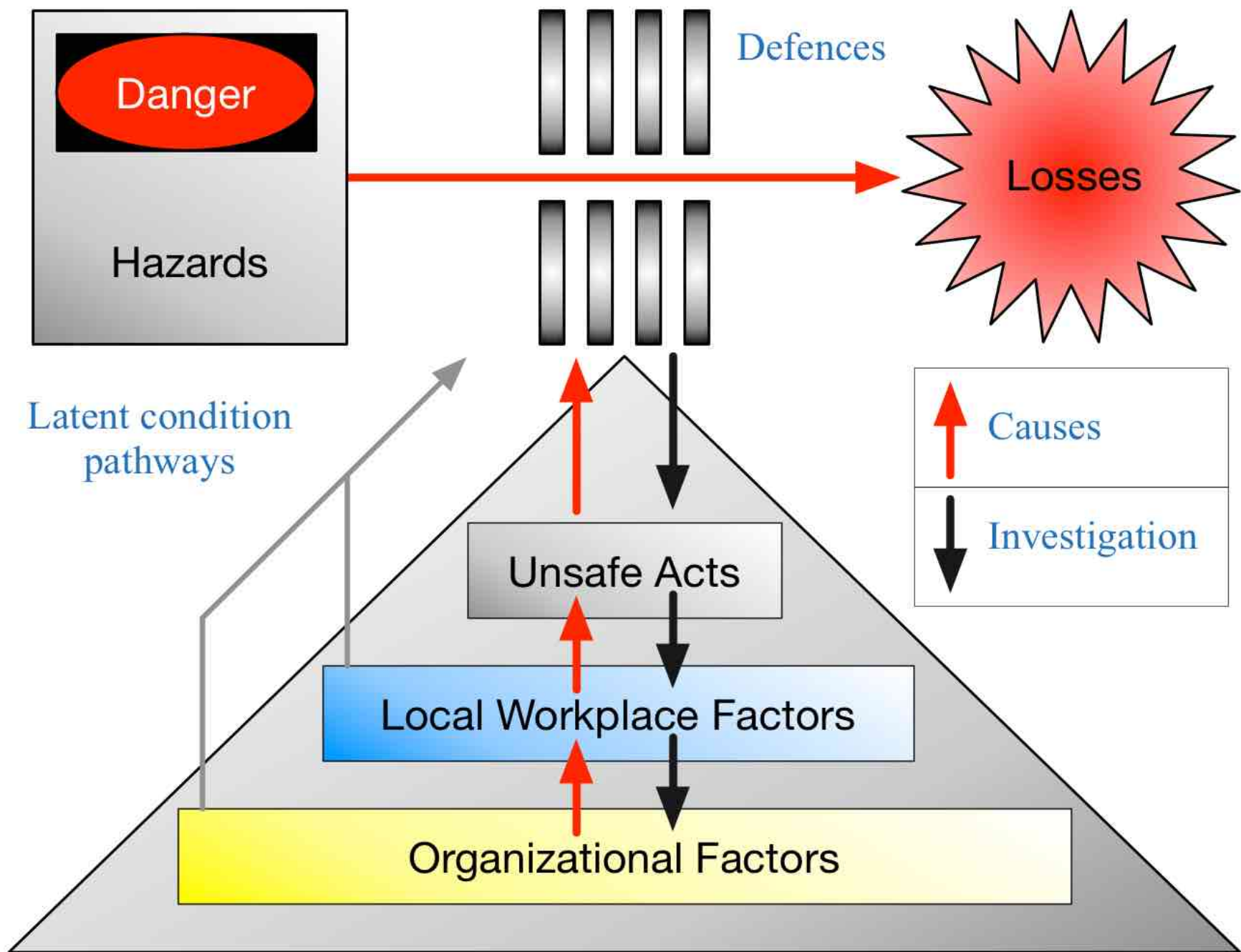
Patiëntveiligheid in Gelre, heden, verleden, toekomst
drs. G.J. Heuver, lid Raad van Bestuur

Video

Reason's Swiss Cheese Model



"a trajectory of
accident
opportunity"



Tussenconclusie 1

- Leren van fouten
- Oorzaken liggen altijd dieper
- De laatste heeft het zelden “gedaan”



BMJ

QUALITY & SAFETY

May 2017 Volume 26 Issue 5

Characterizing the problems
with discharge summaries
for hospitalised patients

Predicting error prone
drug names



Root cause analysis: superficial
recommendations consistently
favoured over deeper changes
qualitysafety.bmj.com

 The
Health
Foundation
Inspiring
Improvement

BMJ

Hierarchy of effectiveness

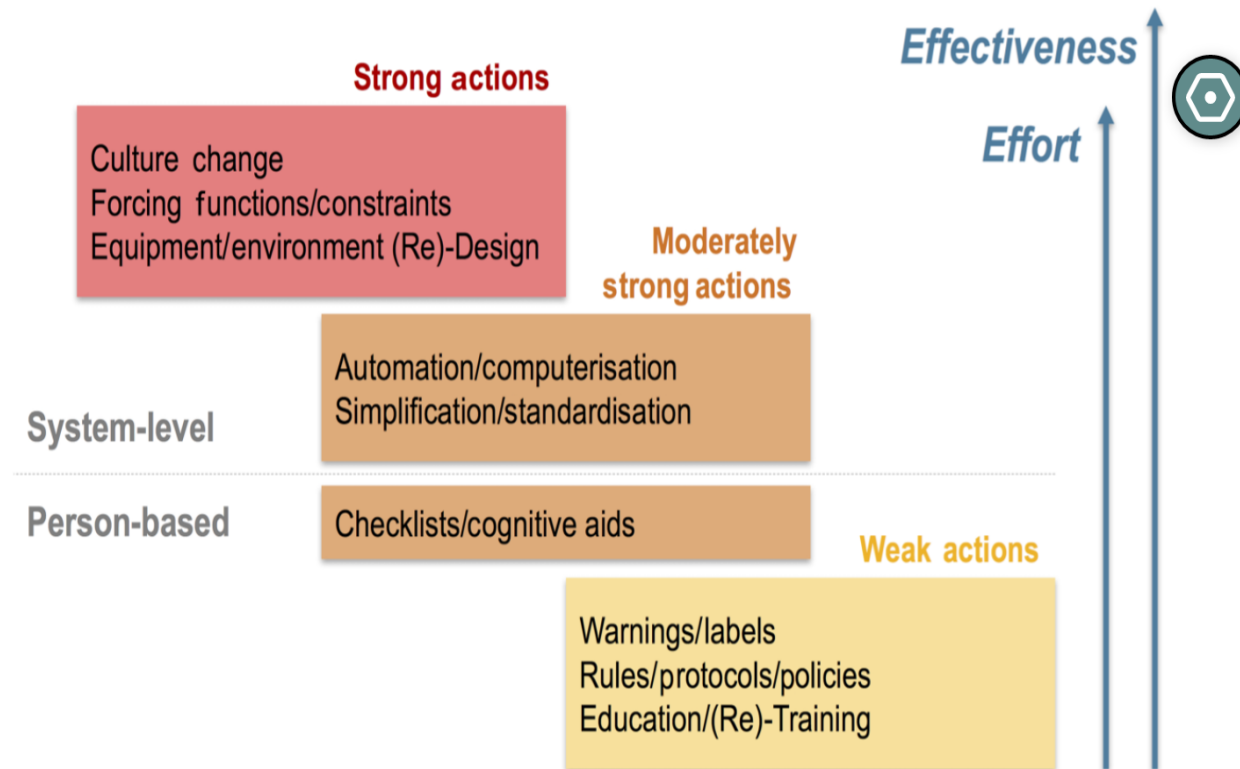


Figure 1 The hierarchy of effectiveness depicts the various strategies for modifying behaviour ranked by their effectiveness. This framework for ranking types of corrective actions deems person-based approaches to behaviour change (that rely on individual attention and vigilance) as weaker than ones targeted at the system level. As indicated in the figure, however, stronger corrective actions come at the cost of increased effort. Culture change and forcing functions will have greater and longer-lasting effects than education and new policies, but they also require much greater effort to achieve. Figure modified from graphics produced by the Institute of Safe Medication Practices and the UK National Patient Safety Agency.

From Safety-I to Safety-II: A White Paper

DNM Safety



HRO factoren



- **Gerichtheid op verstoringen**, continue letten of alles goed blijft gaan, mindfulness
- **Terughoudendheid met simplificatie**, niet gaan voor de gemakkelijke verklaring maar door willen zoeken
- **Gevoel voor de uitvoering**, je moet weten hoe je organisatie in elkaar zit, work as it really is.
- **Respect voor expertise**, hou je professionals in ere
- **Organiseer veerkrachtig**, resiliant, zodanig organiseren dat fouten kunnen worden opvangen.

Kernboek

Medisch teamwork

CRM in de gezondheidszorg



onder redactie van
M.C. de Bruijne
F. Bleeker



Bohn
Stafleu
van Loghum
Springer Media



Tussenconclusie 2

- Bestendige oplossingen
- Mindfulness en veerkracht
- CRM doet goed in acuut proces

Figure 1. Framework for Safe, Reliable, and Effective Care





Lessen

- Moet beter
 - Talloze professionals, eigen beeld
 - Ander ziekenhuis ander regime
 - Insteek verschil tussen teams

Lessen

- Moet beter
 - Talloze professionals, eigen beeld
 - Ander ziekenhuis ander regime
 - Insteek verschil tussen teams
- Goed
 - Visite oplossing

Figure 1. Framework for Safe, Reliable, and Effective Care



"If you want to understand how one organization can change the competitive rules of the game for an entire industry, read this book."

—James L. Bookst, Baker Foundation Professor, Harvard Business School
and Coauthor of *The Value-Proposition Chain*



The Southwest Airlines WAY

Using the Power of
Relationships to Achieve
High Performance

JODY HOFFER GITTELL



A 3D puzzle with a brown piece in the center containing the word 'Doel' in white script. The puzzle pieces are arranged in a grid, and the brown piece is the central focus. The text 'Morgen een veiliger Gelre dan vandaag' is overlaid on the puzzle in a purple, cursive font.

*Morgen
een veiliger
Gelre
dan vandaag*