



CANADIAN COLLEGE OF HEALTH LEADERS COLLÈGE CANADIEN DES LEADERS EN SANTÉ

Learning, Leading, Inspiring Apprendre, mener, inspirer



Centre for
**Health Care
Management**

The BC Lower Mainland Chapter and the Centre for Health Care Management (CHCM) at the University of British Columbia present:

Organizing for Safety and Reliability

With **Marlys Christianson**

Thursday, April 19, 2012, 8:30 am – 9:30 am Pacific Time

This seminar is free to attend.

Abstract

Aircraft carriers, electrical power grids, and wildland firefighting, although seemingly different, are exemplars of high reliability organizations (HROs) – organizations that have the potential for catastrophic failure, yet engage in nearly error-free performance. HROs commit to safety at the highest level and adopt a special approach to its pursuit.

High reliability organizing has been studied and discussed for some time in other industries and is receiving increasing attention in healthcare. The essence of high reliability organizing is a set of practices that enable organizations to focus attention on emergent problems and to deploy the right set of resources to address those problems. HROs behave in ways that sometimes seem counterintuitive – they don't try and hide failures but rather celebrate them as windows into the health of the system, they seek out problems, they avoid focusing on just one aspect of work and are able to see how all the parts of work fit together, they expect unexpected events and develop the capability to manage them, and they defer decision making down to local front-line experts who are empowered to solve problems. Given that health care is also a setting where error has potentially catastrophic consequences, high reliability organizing practices hold promise for improving reliability and safety in health care.

About the Speaker:

Marlys Christianson, MD PhD is an Assistant Professor of Organizational Behaviour at the Rotman School of Management, University of Toronto. Her research is situated at the intersection of healthcare and organizations. She graduated from the University of Saskatchewan with an MD, became a family physician (both College of Family Physicians of Canada and American Board of Family Medicine certified), and practiced for five years. During that time, she was deeply involved in the development and implementation of patient safety and healthcare quality improvement initiatives. In 2003, she left her medical practice to return to graduate school to study how organizations could be made safer and more reliable. She received a PhD in Management & Organizations from the University of Michigan.

She studies how people work together in high-risk environments (like the emergency department) to effectively update their understanding of changing situations, particularly with respect to how they notice and correct errors. Her research has been published in a variety of outlets, including: *Organization Science*, *Journal of Organizational Behavior*, *Journal of Management Inquiry*, and *Academy of Management Perspectives*.

Please register to participate:

IN PERSON	LIVE WEBINAR	STREAMING VIDEO ARCHIVE
<p>RSVP to attend: Room C100, UBC Robson Square, 800 Robson Street, Vancouver, BC (map)</p>	<p>Join us online live during the seminar. See and hear the presenter, view their slides, and ask questions!</p>	<p>If you are unable to participate live, request to be notified when the online video archive appears on chcm.ubc.ca.</p>

Registration: This will be provided free of charge by the BC Lower Mainland Chapter and UBC CHCM.

 <p>CANADIAN COLLEGE OF HEALTH LEADERS COLLÈGE CANADIEN DES LEADERS EN SANTÉ</p>	<p>MAINTENANCE OF CERTIFICATION Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to 1 Category I credits toward their maintenance of certification requirement.</p>
---	---