### Workshop

# **Learning from Success Tackling Patient Safety from the Positive Side**

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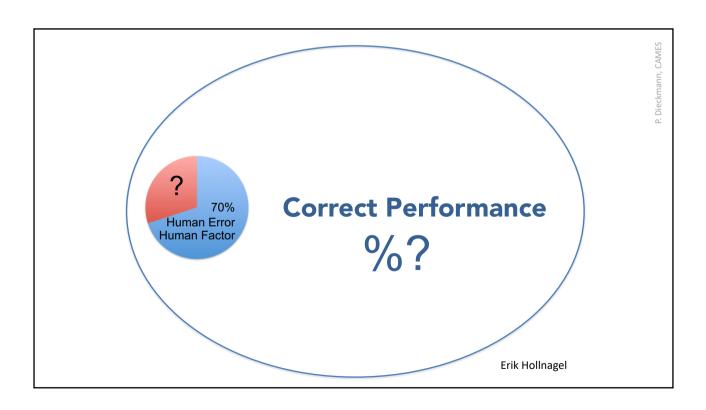


Safety

Nothing happened...

Safety

...and you did a lot to make sure it did not.



Dieckmann, CA



P. Dieckmann, CAMES

Understand how to perform well

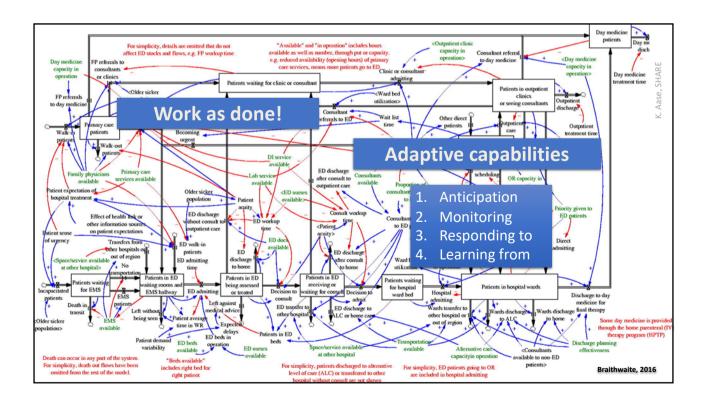
Dieckmann, CAME

## Work as imagined

Work as done

Erik Hollnagel





## Workshop Part

- 1. Exercise
- 2. How to analyse / discuss it from a positive angle?
- 3. Trying out
- 4. Reflection on how the try out went

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# **Analysis**

What did you see in terms of:

- 1. Anticipation
- 2. Monitoring
- 3. Responding to
- 4. Learning from

How could you discuss this with those involved and the observers?

# Try it

Formulate concrete questions about the strategies that you just identified.

Include active participants and observers.

Dieckmann, CAN

Dieckmann, CAMES

Dieckmann,

## Reflection

Your view on this approach?

P. Dieckmann, CAM

## **Contact**

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