

National Programmes Day

Title of Conference: National Clinical Programmes-
Recovery, Resilience, Reform

#3RsBetterHealthNCP22

Sláintecare.

Right Care. Right Place. Right Time.





What do we mean by a resilient healthcare system?

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The University of Dublin



PEOPLE
PROCESS
PERFORMANCE

Centre for Innovative Human Systems

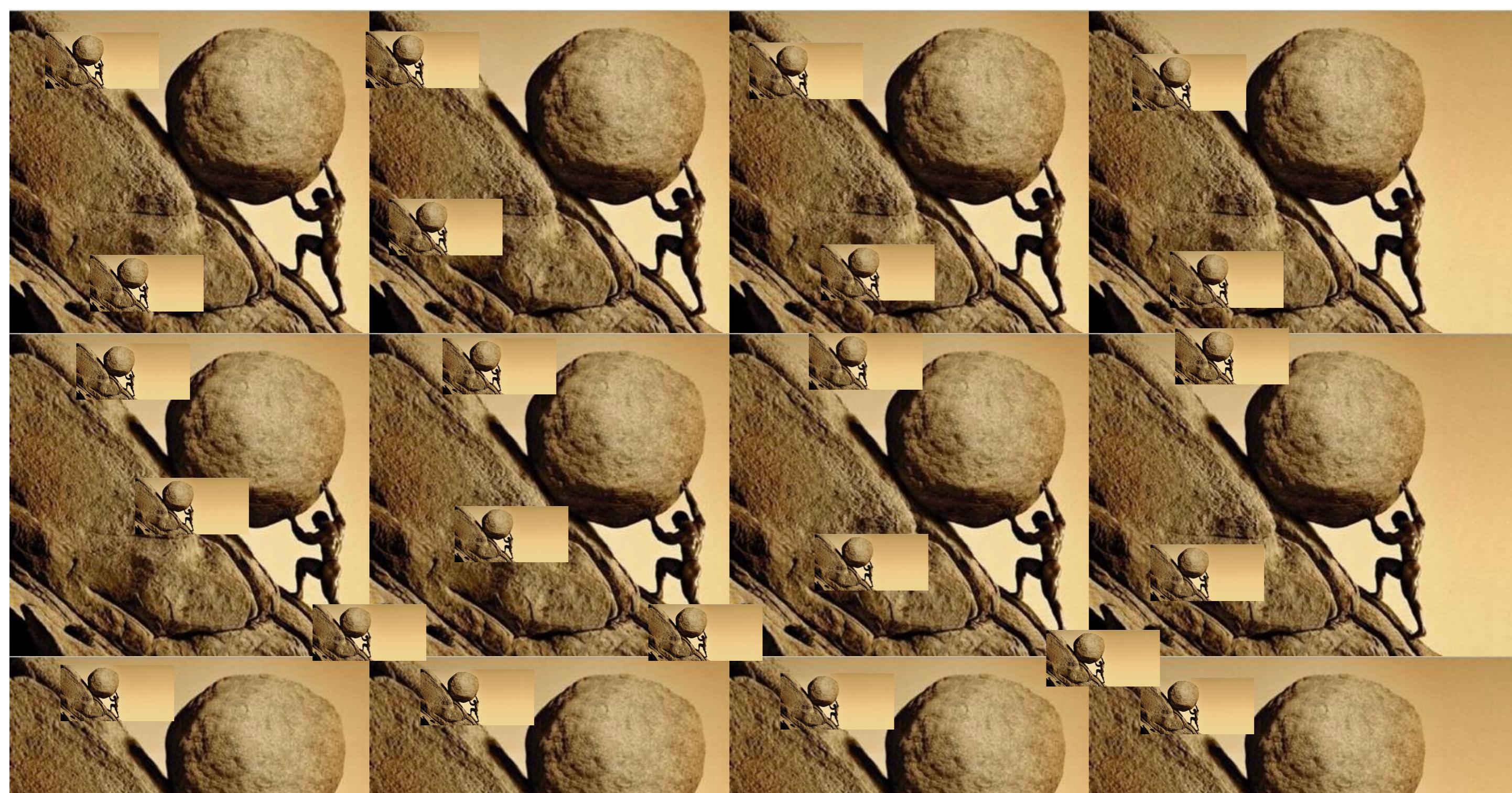


“Our staff is resilient so our organisation is resilient”

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“Our organisation is resilient so our staff have space to be (and don’t always have to be)”



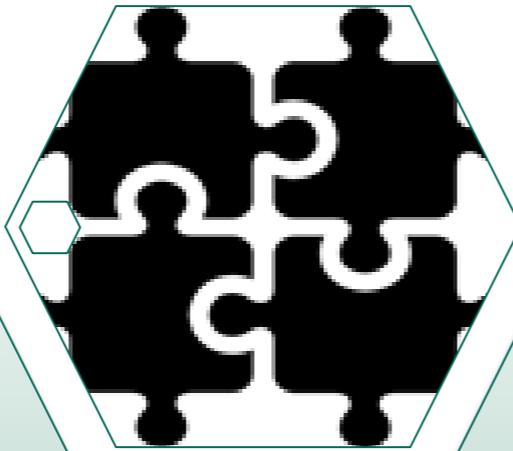








Working smarter not harder But how?



Responsible

- Accountability
- Just culture
- Candor
- Learn to face the service user

Proactive

Understand systems and processes and the people within them

Understand how healthcare is delivered

Adaptable

Not just on a crisis basis
But routine improvement

“Improvement is possible” mentality

Leaders who champion improvement

Reporting is routine and positive



Collaborative

- Shared goals
- Non-competing goals
- Effectiveness
- Safety
- Quality
- Efficiency
- Wellbeing
- Sustainability

Systems/Process focussed

- Healthcare is delivered by systems not individuals
- Professional approach to human factors and systems science

Trust

