

35% discount – use code **W14iSH35** when ordering



Resilient Health Care Volume 2

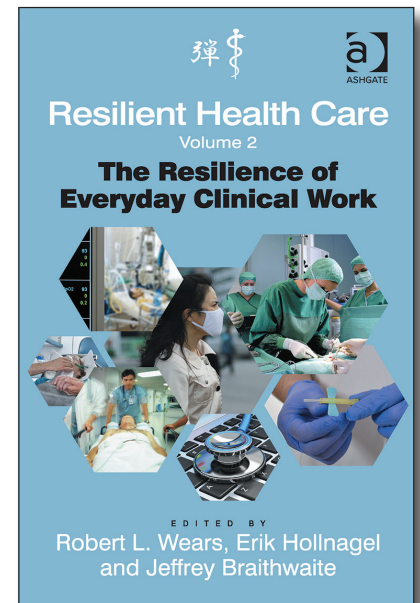
The Resilience of Everyday Clinical Work

Edited by **Robert L. Wears, Erik Hollnagel and Jeffrey Braithwaite**

ASHGATE STUDIES IN RESILIENCE ENGINEERING

'An original, important and timely volume that applies the emerging discipline of resilience engineering to the design and improvement of healthcare systems. What makes the book so engrossing is the way it blends captivating stories (e.g. blizzards, riots) with the insights extracted from them.'

Gary Klein, author of *Sources of Power: How People Make Decisions*



Despite the common focus on deviations and failures in health systems, it is an undeniable fact that clinical work goes right far more often than it goes wrong, and that we only can make it better if we understand how this happens. This second volume of *Resilient Health Care* continues the line of thinking of the first book. It breaks new ground by analyzing everyday work situations in primary, secondary, and tertiary care to identify and describe the fundamental strategies that clinicians everywhere have developed and use with a fluency that belies the demands to be resolved and the dilemmas to be balanced.

Contents: Preface, *Robert L. Wears, Erik Hollnagel and Jeffrey Braithwaite*; A lesson in resilience: the 2011 Stanley Cup riot, *Garth S. Hunte*; Translating tensions into safe practices through dynamic trade-offs: the secret second handover, *Mark A. Sujan, Peter Spurgeon and Matthew W. Cooke*; Workarounds in nursing practice in acute care: a case of a health care arms race?, *Deborah Debono and Jeffrey Braithwaite*; The demands imposed by a health care reform on clinical work in transitional care of the elderly: a multi-faceted Janus, *Kristin Laugaland and Karina Aase*; The Stockholm blizzard of 2012, *Mirjam Ekstedt and Richard I. Cook*; Individual-collective trade-offs: implications for resilience, *Robert L. Wears, Christiane C. Schubert and Garth S. Hunte*; Managing medicines management: organisational resilience in community

pharmacies, *Denham Phipps, Darren Ashcroft and Dianne Parker*; Blood transfusion with health information technology in emergency settings from a Safety-II perspective, *Kazue Nakajima*; Exposing hidden aspects of resilience and brittleness in everyday clinical practice using network theories, *Jeffrey Braithwaite and Jennifer Plumb*; Patient boarding in the emergency department as a symptom of complexity-induced risks, *Robert J. Stephens, David D. Woods and Emily S. Patterson*; Looking for patterns in everyday clinical work, *Erik Hollnagel*; Tempest in a teapot: standardisation and workarounds in everyday clinical work, *Shawna J. Perry and Rollin J. Fairbanks*; ECW in complex adaptive systems, *Rob Robson*; Revealing resilience through critical incident narratives: a way to move from Safety-I to Safety-II, *Sam Sheps, Karen Cardiff, Elaine Pelletier and Rob Robson*; Patients as a source of resilience, *Christiane C. Schubert, Robert L. Wears, Richard J. Holden and Garth S. Hunte*; Strategies to get resilience into everyday clinical work, *Sheuwen Chuang and Robert L. Wears*; Mobilising resilience by monitoring the right things for the right people at the right time, *Al Ross and Janet E. Anderson*; Why is work-as-imagined different from work-as-done?, *Erik Hollnagel*; Bibliography; Index.

March 2015 328 pages
Hardback 978-1-4724-3782-2 £65.00/\$109.95

View online at: www.ashgate.com/isbn/9781472437822 and use code **W14iSH35**

ebook PDF: 978-1-4724-3783-9 ebook ePUB: 978-1-4724-3784-6

Discount not available for these electronic versions. Please see www.ashgate.com/ebooks for suppliers.

ASHGATE

www.ashgate.com