

## Delivering Resilient Health Care: The 2018 Australian Masterclass

Friday 7 December 2018

Macquarie Graduate School of Management (MGSM)

**Faculty: Professor Erik Hollnagel, Professor Jeffrey Braithwaite,**

**Dr Robyn Clay-Williams**

Program		
08:00	Networking Coffee, Tea and Registration	Participants and Faculty
<b><i>Coming to grips with a new paradigm for our health care system</i></b>		
08:30	Welcome	
08:45	Introduction	EH, JB, RCW
08:50	In the beginning ... and now	EH, JB, RCW
10:00	Q&A and audience observations	Participants and Faculty
<b>10:30</b>	<b>Morning Tea</b>	<b>Networking</b>
<b><i>Moving towards Safety-II</i></b>		
11:00	Safety-II: Concepts and underpinnings	EH, JB
11:45	Case Study A	Presented by EH, JB, RCW Audience response
12:00	Group work and Q&A	Participants and Faculty
<b>12:30</b>	<b>Lunch</b>	<b>Networking</b>
<b><i>Tools and Applications: Part 1</i></b>		
13:30	A framework for better care: the RAG and other useful tools and applications	RCW, EH
14:15	Case Study B	Presented by EH, JB, RCW Audience response
14:30	Group Work and Q&A	Participants and Faculty
<b>15:00</b>	<b>Afternoon Tea</b>	<b>Networking</b>
<b><i>Tools and Applications: Part 2</i></b>		
15:30	The FRAM Method: an overview	EH, RCW
16:00	Delivering Resilient Health Care: The next generation of Safety-II	JB, EH
16:30	Recap and take-home value	Faculty
16:45	Q&A and final observations	Participants and Faculty
17:00	Masterclass Close	