

PRELIMINARY  
ANNOUNCEMENT

# LEARNING LAB



## Going Beyond Accident Prevention

**May 7-10, 2012**

**Holiday Inn Hotel & Suites**  
1110 Howe Street, Vancouver,  
British Columbia

### Application of Resilience in Complex, High-Risk Settings

*Presented by the University of British Columbia School of Population and Public Health and The Human Factor Group at WorkSafeBC. The aim of both groups is to foster an understanding of the concept of resilience, its underlying principles, and to foster wider use of this systemic approach to manage the competing priorities of complex, high-risk industries.*

### Learning Lab Overview

Dynamic, complex, high-risk systems strive to overcome competing fiscal, labor force, environmental and performance pressures to maintain or improve safety and quality. Traditional linear accident models that focus on improving the reliability by looking for 'what went wrong in our rules and procedures or people?' address only limited aspects of the dynamics that lead to incidents or adverse events. The issue of more rules or training as the usual response constrains flexible and creative responses to complex dynamics at the edge of safe practice, which are often essential to get work done, given multiple and sometimes conflicting goals and underspecified work. A new systemic way of thinking that takes these issues into account is required to improve safety and quality within fast-paced non-linear high-risk industries: RESILIENCE.

Resilience is an approach to safety as a core capability of high performing organizations. A resilient organization, team or individual recognizes when day-to-day work is operating near or outside expected performance and safety boundaries and are able to adjust practice to return the organization, or a specific worksite to an optimum level of performance. Unlike other perspectives on safety that focus on accident prevention, resilience emphasizes successful operations under varying conditions and challenges as the basis for safety.

#### **Resilient leaders and organizations can:**

- Respond flexibly to regular and irregular conditions
- Learn from past events
- Anticipate long-term threats and opportunities
- Monitor short-term developments and threats to revise risk models

In short, resilient organizations respond to adversity, make smart decisions and bounce back to a level of good performance quickly. They can get short-term results, protect and build methods and processes for future successful operations and achieve long-term goals.

### Learning Lab Objectives

Resilience is an approach to safety as a core capability of high performing organizations. A resilient organization, team or individual brings knowledge, skills and abilities to productively manage day-to-day work to optimise the system's performance. Unlike other perspectives on safety that focus on accident prevention, resilience emphasizes successful operations under varying conditions and challenges as the basis for safety.

The Learning Lab aims to support and improve understanding of the concept of resilience as an innovative approach to the governance and management of safety in complex, high-risk industries and provide practical ideas about the operationalization of resilience that can be implemented in the workplace to foster effective innovation for safe operations.

**Day 1 (May 7)** of the Learning Lab will focus on governance and targets board members and senior executives who are critical to safety leadership.

**Days 2 to 4 (May 8-10)** of the Learning Lab is designed to provide an intensive learning experience that targets safety practitioners from a range of industries (and will also be open to board members and senior executives who wish to participate in the intensive 3 day session).

This event brings together a diverse group of leaders from a variety of high-risk industries that share a concern and interest for improving safety in their respective organizations. It will provide an opportunity to engage with international thought leaders and practical experts in system safety. In particular, the cross-industry perspective will provide an excellent opportunity to form linkages, exchange experiences and foster coalitions to enhance understanding of resilience across a range of high-risk industries.

### Registration Fees: (See Registration Form)

#### **Holiday Inn Hotel & Suites:**

A block of rooms has been set aside at the Holiday Inn. If you plan to attend the Learning Lab you will qualify for the special rate of \$129.00/night. If you wish to take advantage of this special rate, please contact the hotel directly at this toll free number (US and Canada) 1.800.663.9151. The code for requesting the special rate is "Learning Lab May 2012."

#### **Acknowledgements:**

*The University of British Columbia School of Population and Public Health wishes to acknowledge the support of WorkSafeBC, the BC Patient Safety & Quality Council and Canadian Patient Safety Institute.*



**WORK SAFE BC**



#### **Learning Lab Program Committee:**

**Sam Sheps**, Professor,  
School of Population and  
Public Health, University of  
British Columbia

**Karen Cardiff**, Researcher,  
School of Population and  
Public Health, University of  
British Columbia

**Jenny Colman**, Human  
Factor Specialist/Ergonomist  
Incident Response Programs  
Investigation Division  
WorkSafeBC

**Heather Kahle**, Human  
Factor Specialist/Ergonomist  
Incident Response Programs  
Investigation Division  
WorkSafeBC

**Rob Robson**, Principal  
Advisor Healthcare System  
Safety and Accountability

**James Saveland**, Program  
Manager for Human Factors  
and Risk Management at  
USDA Forest Service



## Going Beyond Accident Prevention

### Learning Lab Faculty



**Richard Cook** is a physician, educator, and researcher at the University of Chicago. His current research interests include the study of human error, the role of technology in human expert performance and patient safety. Richard is internationally recognized as a leading expert on medical accidents, complex system failures and human performance at the sharp end of these systems. He is faculty in the Department of Anesthesia and Intensive Care at the University of Chicago and an Associate Director for the GAPS (Getting at Patient Safety) project sponsored by the Veterans Health Administration.



**Sidney Dekker** is Professor and Director of the Key Centre for Ethics, Law, Justice and Governance at Griffith University in Brisbane, Australia. Previously Professor at Lund University, Sweden, and Director of the Leonardo Da Vinci Center for Complexity and Systems Thinking, he gained his PhD in Cognitive Systems Engineering from The Ohio State University. Sidney is author of several best-selling books on system failure, human error, ethics and governance. He has recently been flying the Boeing 737NG part time as airline pilot. The OSU Foundation in the United States awards a yearly Sidney Dekker Critical Thinking Award.



**Erik Hollnagel** is Professor at the Institute of Public Health at the University of Southern Denmark (DK) and Professor and Industrial Safety Chair at MINES ParisTech (F). He has worked at universities, research centres, and industries in several countries and with problems from many domains including nuclear power generation, aerospace and aviation, software engineering, land-based traffic, and healthcare. His professional interests include industrial safety, resilience engineering, patient safety, accident investigation, and understanding large-scale socio-technical systems. Erik is also part of the Core Group for the Resilient Health Care Net (RHCN).



**Ivan Pupulidy** is the Human Performance Specialist for the US Forest Service, a position earned through a multi-faceted career path. Prior to his position with the Forest Service Ivan worked as a mine geologist and exploration geophysicist. Following this he joined the Coast Guard and progressed from Officer Candidate School to Flight School, where he was winged as a Naval Aviator in 1987. He has participated in numerous high-risk missions with the Coast Guard, the US Forest Service and humanitarian support missions throughout central Africa. Ivan completed a Master's of Science Degree in Human Factors and Systems Safety at Lund University, Sweden and is currently working on a PhD in System Safety.



**Robert Wears** is an emergency physician, Professor in the Department of Emergency Medicine at the University of Florida, and Visiting Professor in the Clinical Safety Research Unit at Imperial College London. He serves on the board of directors of the Emergency Medicine Patient Safety Foundation and multiple editorial boards, and co-edited the text Patient Safety in Emergency Medicine. He is a researcher with interests in technical work studies, joint cognitive systems, and particularly the impact of information technology on safety and resilient performance. He is currently a PhD candidate in the Crisis and Risk Research Centre at Mines ParisTech in Sophia Antipolis, France.



**David Woods** is Professor of Cognitive Systems Engineering and Human Systems Integration at Ohio State University, and studies how people cope with complexity in time pressured situations such as critical care medicine, aviation, space missions, intelligence analysis, and crisis management, including multiple accident investigations. He designs new systems to help people find meaning in large data fields when they are under pressure to diagnose anomalies and re-plan activities. His latest work on safety concerns models and measures of the adaptive capacities of organizations to determine how they are resilient and if they are becoming too brittle in the face of change. He is President of the Resilience Engineering Association and founding board member of the National Patient Safety Foundation.

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## LEARNING LAB:

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## May 7-10, 2012

### Holiday Inn Hotel & Suites

1110 Howe Street, Vancouver, BC

To book your hotel accommodations, please contact the hotel directly by phone at 1.800.663.9151 (Canada and U.S.), or 1-800-Holiday (International) and quote "Learning Lab May 2012."

### Registration Fee: (includes lunches, refreshments & evening reception)

Registration is limited and will be on a first-come first-serve basis. If you are interested in attending either the 1-day Learning Lab or 3-day Intensive Learning Lab please contact: Karen Cardiff by email at karen.cardiff@ubc.ca or by phone at 604.822.5533.

**DAY 1: MAY 7, 2012** (1-day Learning Lab participation limited to 40 senior executives and board members)

- Early Bird Registration Fee: (by January 30, 2012) \$225.00
- Regular Registration Fee: \$325.00\*

\* If you are a senior executive or board member who would like to attend the 1-day Learning Lab and the 3-day Intensive Learning Lab the total Early Bird registration fee is \$850.00; Regular Registration for both activities is \$950.

**DAYS 2 TO 4: MAY 8-10, 2012** (3-day Intensive Learning Lab – limited to 60 participants)

- Early Bird Registration Fee: (by January 30, 2012) \$750.00
- Regular Registration Fee: \$850.00

### Contact Information \*required information

\* First Name: \_\_\_\_\_ \* Last Name: \_\_\_\_\_ Title: \_\_\_\_\_

\* Address: \_\_\_\_\_

\* City \_\_\_\_\_ \* Prov./State: \_\_\_\_\_

\* Country: \_\_\_\_\_ \* Postal/Zip Code: \_\_\_\_\_

\* Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

\* Email: \_\_\_\_\_

Special Needs (i.e. food allergies, accessibility): \_\_\_\_\_

**Please note that your registration will be processed once we have received the completed registration form and your payment in CDN dollars. The cheque should be made payable to the University of British Columbia and submitted to the attention of Sam Sheps at the following address:**

Sam Sheps  
School of Population and Public Health  
2206 East Mall  
University of BC  
Vancouver, BC V6T 1Z3

**Acknowledgements:** The University of British Columbia School of Population and Public Health wishes to acknowledge the support of WorkSafeBC, the BC Patient Safety & Quality Council and Canadian Patient Safety Institute

