



SIMULERING SOM FORBEDRINGSTEKNIKK

Tor Inge Garvik



“Things do not go right because people behave as they are supposed to, but **because people can and do adjust what they do to match the conditions** of work.”

Excellence



Safety II – **make things go right**

- Ability to succeed under varying conditions
- Focus on adaptation and resilience
- Systems are complex and adaptive

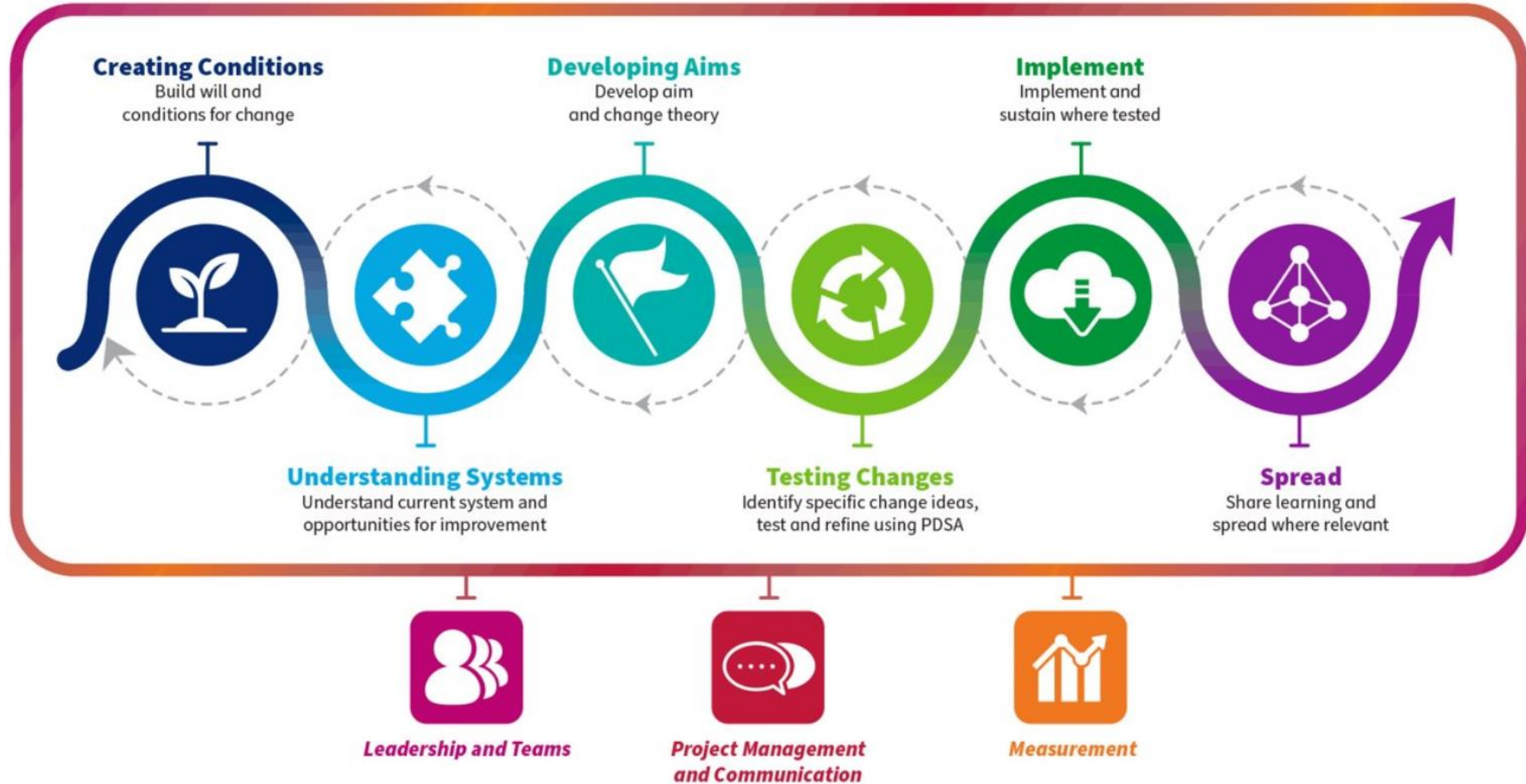
Safety I – **prevent errors**

- Often reactive and failure oriented
- Focus on “Find & Fix”
- Systems are largely deterministic and predictable

Humans represent a liability

Humans provide necessary flexibility

Quality Improvement Journey



Quality Improvement Journey



Quality Improvement Journey



“While all changes do not lead to improvement,
all improvement requires change.”

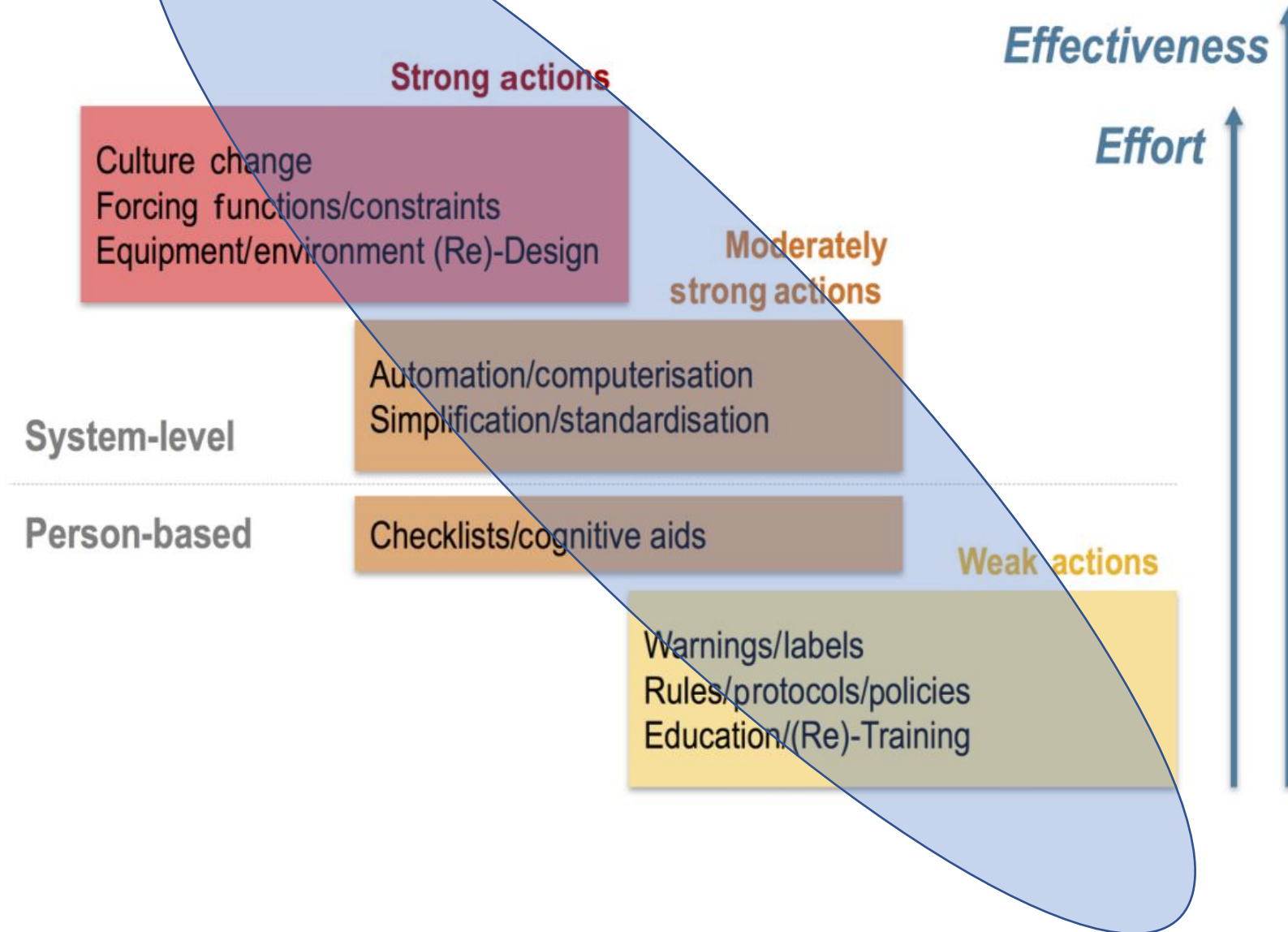
A Venn diagram consisting of two overlapping ovals. The left oval is a medium blue color and contains the text 'Current way'. The right oval is a light teal color and contains the text 'Alternative way'. The intersection of the two ovals is shaded with diagonal orange lines and contains the text 'EXPLORE TEST EMBED'.

Current way

EXPLORE
TEST
EMBED

Alternative way

Hierarchy of effectiveness



The background image shows two emergency responders in high-visibility yellow and red jackets. They are kneeling on the ground, focused on a mannequin lying on its back. One responder is performing chest compressions while the other looks on. The scene is outdoors, possibly on a street or training area, with a blue trash bin visible on the left and a white structure on the right.

Noen supre ting med simulering:

- **Engasjere** og **involvere** menneskene tettest på problemet
- **Arena** for samhandling, eksperimentering og refleksjon
- Jobbe med situasjoner der **virkeligheten ikke er tilgjengelig**

*“The training of individuals and teams is **necessary** for improved patient safety and outcomes, **but not sufficient.**”*

Dr Victoria Brazil



Other factors influencing quality of care

Provider competence

Individual factors

- Stress
- Competence
- Satisfaction
- ...

Relational factors

- Speak-up behaviours
- Effective relations
- Familiarity
- ...



- Rooms & Floor plans
- Equipment
- Incentives
- ...

- Processes
- Funding
- ...
- ...

Structural factors

Stavanger University hospital

Stroke – Reduction of Door-to-Needle time

EXPLORE

Improvement opportunities

TEST

Task processing approaches

EMBED

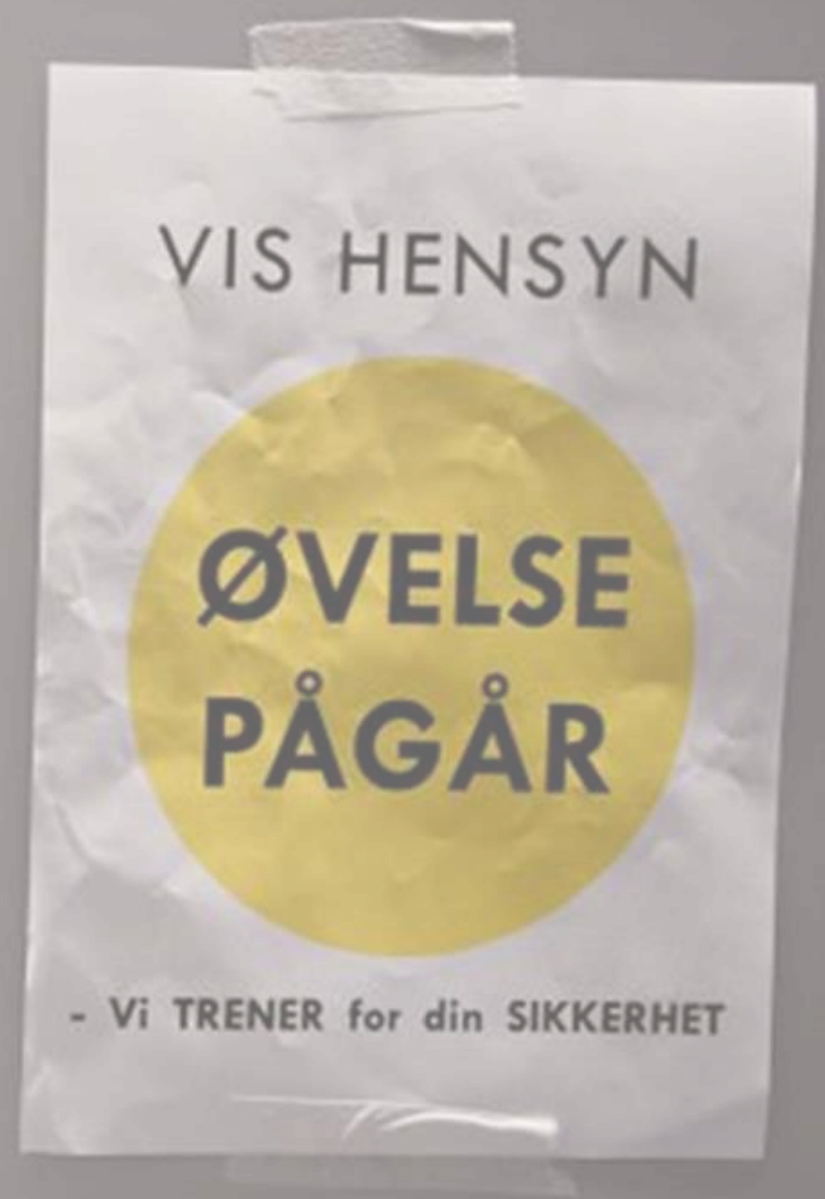
Revised treatment protocol

EXPLORE

Latent system threats

EMBED

NEWS Scoring



EXPLORE

Factors influencing quality

Competence & Routines

Lack of inter-professional trust

A need to understand causes

2

2 Akutt poliklinikk/Blodprøvet

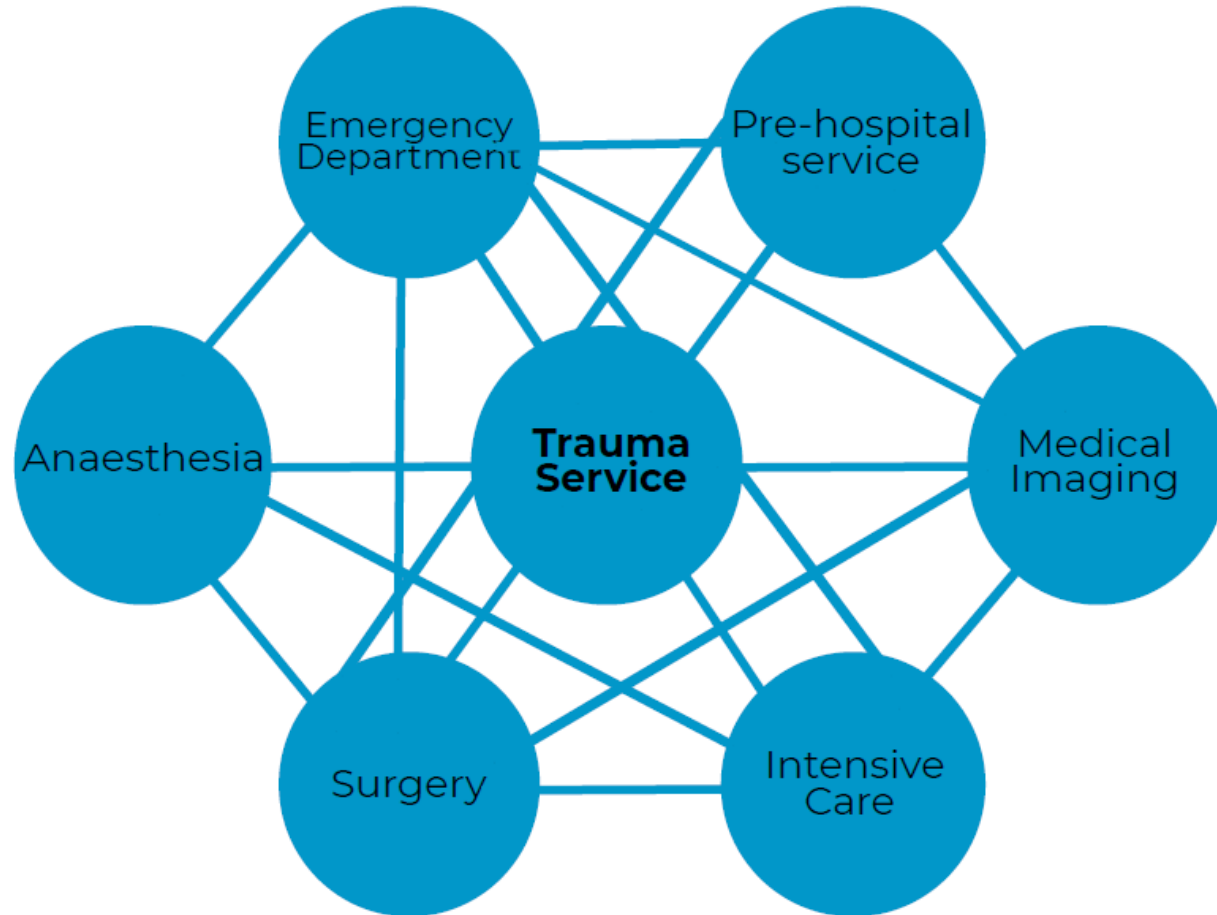
Define and improve relational aspects of trauma care

EXPLORE
TEST
EMBED

- Relationships
- Relational Coordination
- Codes of conduct



Gold Coast Hospital
Trauma - Define and improve relational aspects of trauma care



Shared Knowledge?
Shared Goals?
Mutual Respect?

Visible

Measurable

Actionable

**Competent and
confident providers**

...that work **better
together**



Quality of Care

...within **enabling structures**

**Competent and
confident providers**

...that work **better
together**



...within **enabling structures**