

Building Resilience
and Excellence in
Healthcare:
Applying High-
reliability
Principles from
Aviation

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Organisation Resilience and Excellence



High Reliability Organisations (HROs)



Key Characteristics of HROs



Weick, K.E., Sutcliffe, K.M., *Managing the Unexpected*, Jossey Bass, San Francisco, 2007.

Foundational Pillars of HROs

**Leadership
Commitment**

**Safety
Culture**

**Continuous
Improvement**

The result is an organisation that celebrates transparency and contributions from every individual, regardless of their position

Lessons learnt from history...

Deepwater Horizon – Gulf of Mexico



Space Shuttle Challenger

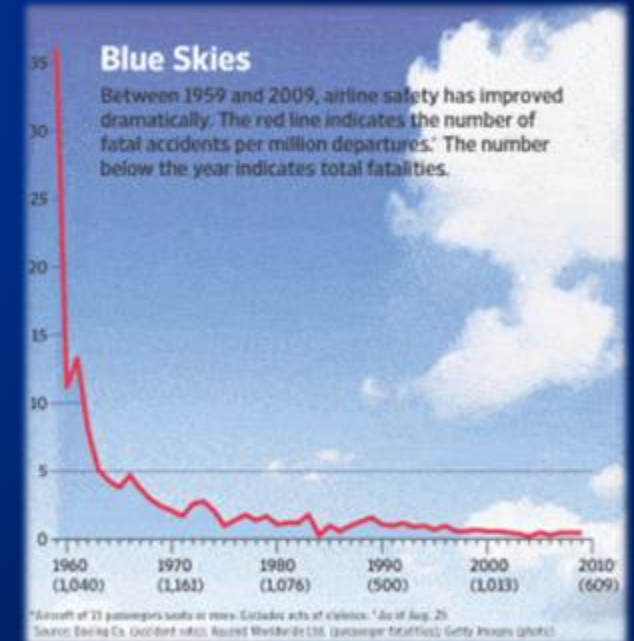


SAFETY

Resilience in Aviation

OPERATIONS

TRAINING



SIA INTEGRATED SAFETY, SECURITY AND QUALITY MANAGEMENT SYSTEMS

eReport Application



Operational Risk Assessment and Document Repository



Enterprise Case Management



Data Analytics



Quality/Audit Management System (QMS)

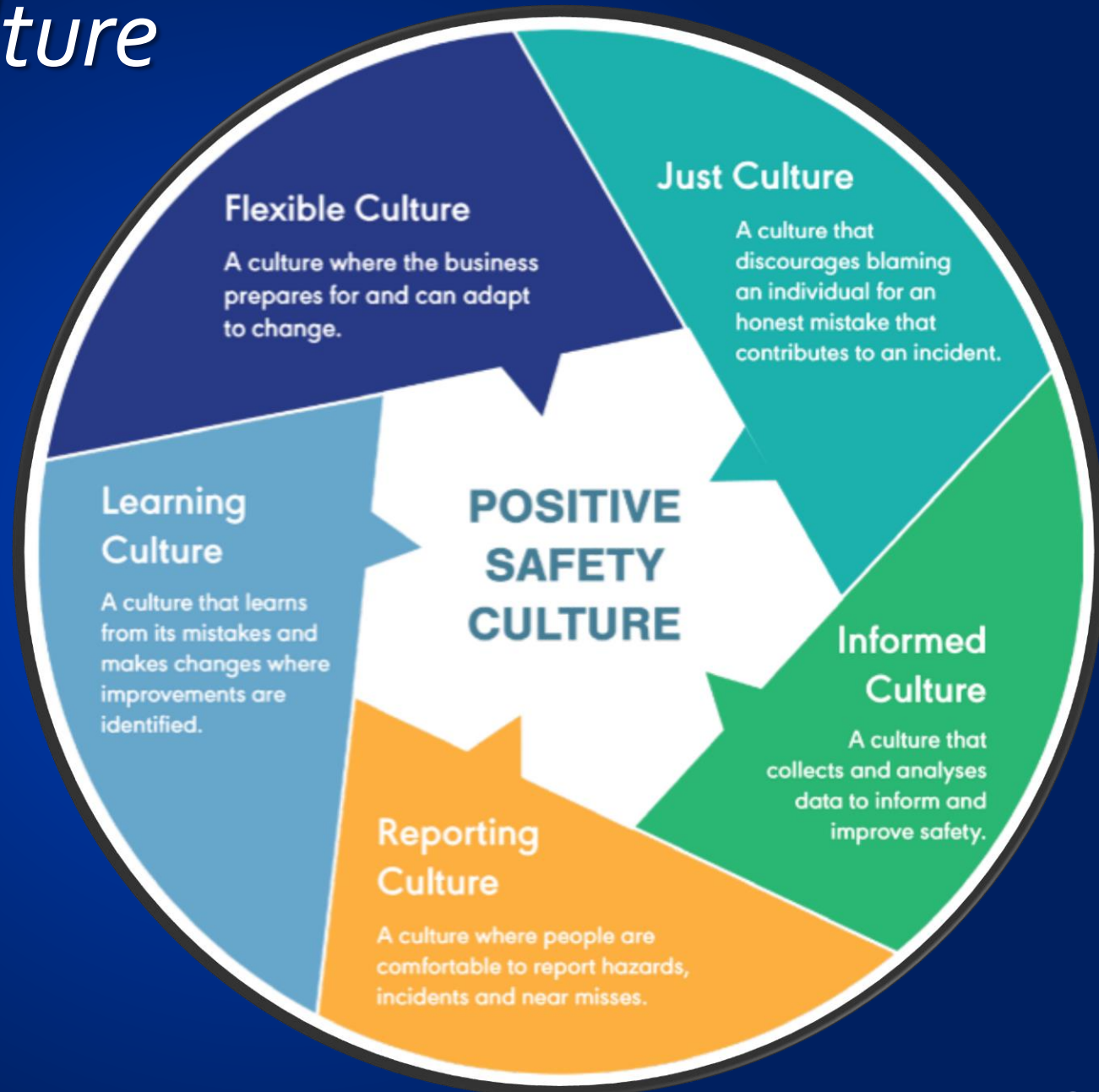


Knowledge and Training Management Portal



REACTIVE, PROACTIVE, PREDICTIVE

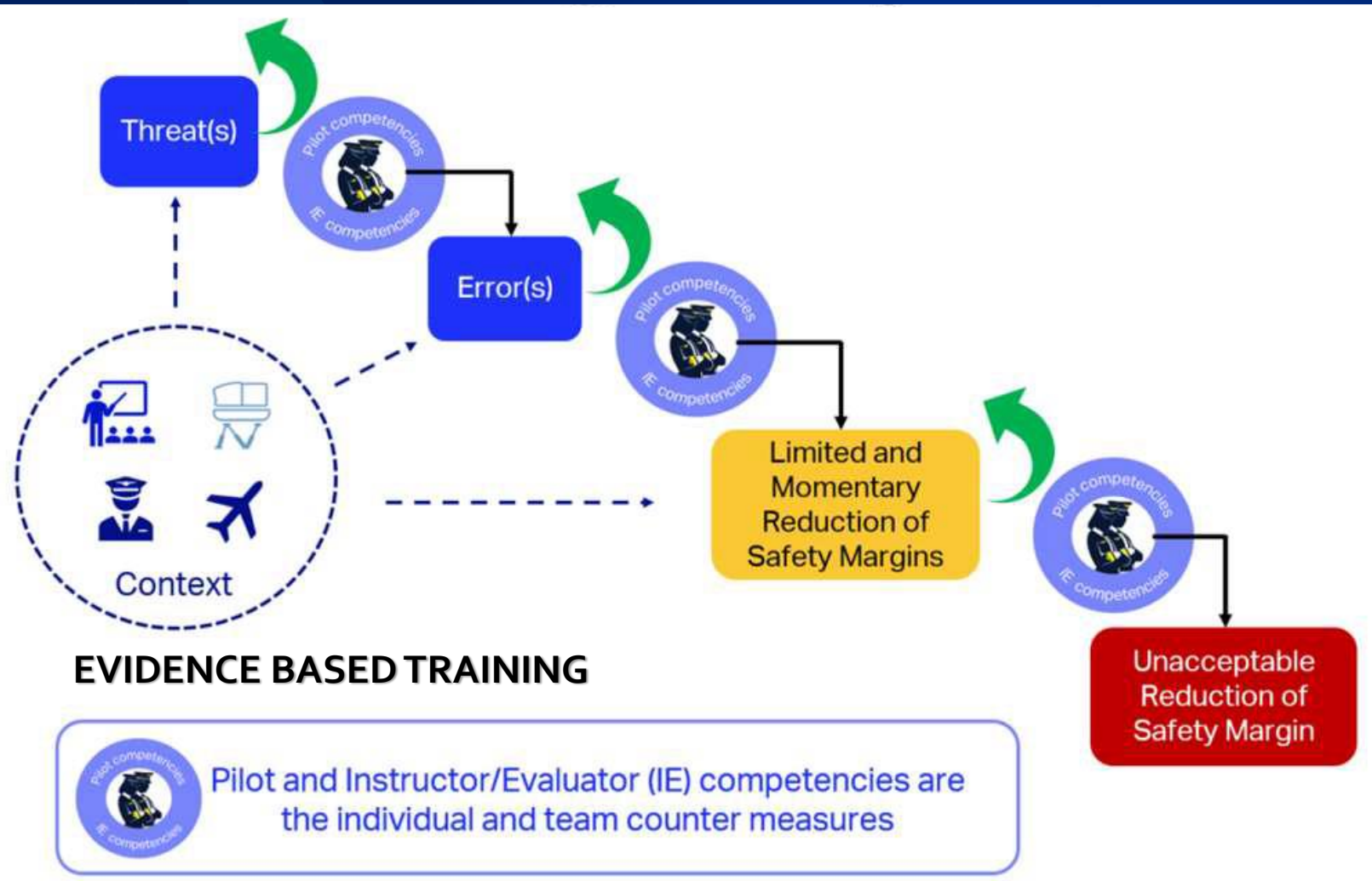
Positive Safety Culture



Competency



Resilience



We **CANNOT** predict Black Swan events

We **CANNOT** train for every single possible situation

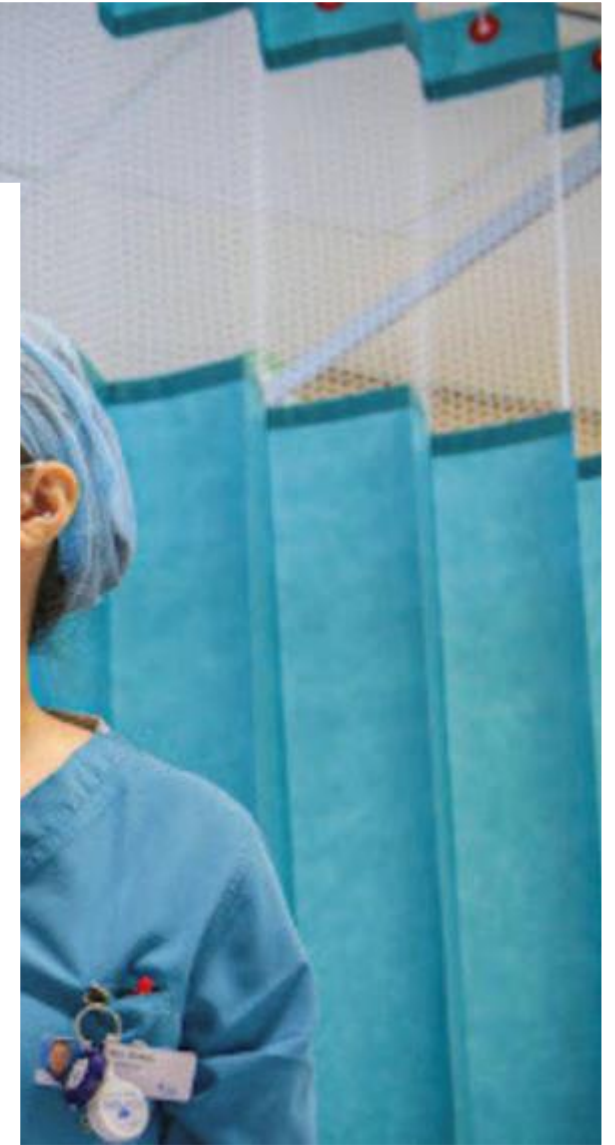
But we **CAN** make our training more **RELEVANT**

We **CAN** develop our **COMPETENCIES** to deal with Black Swan events

Harmonising Aviation and Healthcare Resilience



Safety Culture



Collaboration and Sustainability



- When we are relentless in pursuing Quality, we will invariably create a culture of Excellence !



- Don't just raise the bar, instead raise the floor !

THANK YOU

