

# Keynote Speakers

## ***Transformational Learning: exploring alternative perspectives in the development of person-centred safety cultures***

Professor Brendan McCormack, Institute of Nursing Research, University of Ulster

### *Abstract*

This presentation will explore the idea of transformational learning. Drawing on theories of learning that privilege embodied, creative and embedded approaches to learning, the presentation will make the case for the development of person-centred cultures. An approach to transformational learning that connects with the environment of practice and an internalisation of its culture(s) will be explored. It will be argued that these cultures are enacted and seen through a person's body/being in the world and so meaningful and authentic approaches to the facilitation of learning are needed in order to transform practice cultures.

### *Biography*

Brendan is Director of the Institute of Nursing Research and Head of the Person-centred Practice Research Centre at the University of Ulster. He leads a number of practice development and research projects in Ireland, the UK, Europe and Australia that focus on the development of person-centred practice. His writing and research work focuses on gerontological nursing, person-centred nursing and practice development and he serves on a number of editorial boards, policy committees, and development groups in these areas. He has a particular focus on the use of arts and creativity in healthcare research and development. Brendan has more than 130 peer-reviewed publications as well as 6 books published. He is the Editor of the 'International Journal of Older People Nursing'. He has co-authored Practice Development in Nursing which has now been translated into two languages and Practice Development in Nursing: International Perspectives (published 2008). His most recent book, 'The Clinical Context of Evidence-Based Nursing' co-authored with Professor Bridie Kent, Deakin University Australia, has been awarded the Sigma Theta Tau 2011 'Capstone International Nursing Book Award'. Brendan is President of the All-Ireland Gerontological Nurses Association [AIGNA] and Chair of the charity 'Age Northern Ireland'. In 2011 he was awarded the status of 'Senior Distinguished Research Fellow' by the University of Ulster.

## ***Towards an Exnovative Turn in Patient Safety Research***

Dr Jessica Mesman, Department of Science and Technology Studies, Maastricht University

### *Abstract*

In this presentation Jessica Mesman will reflect critically on the dominant understanding of patient safety. According to her the improvement of patient safety should not only be based on error-reducing activities, but also on a

sophisticated understanding of the vigour of health care practices. In her presentation she will outline an alternative research agenda: one that concentrates on the resources of safety, notably the informal or unarticulated ones. The exploration of latent resources can be considered as a form of exnovation. This approach can be characterized by a conceptualization of 'safety' as an emergent property, and of 'practice' as being inherently imperfect. Second, it has its focus on the presence of safety and on the competencies of frontline clinicians to preserve adequate levels of safety within real-life complexities. Third, qualitative research and video-reflexivity are important methods of research and intervention.

### *Biography*

Jessica Mesman has a senior position at the Department of Science and Technology Studies at Maastricht University in the Netherlands. She has a background in Science and Technology Studies and the Sociology of Health and Illness in particular. Her book *Uncertainty in Medical Innovation: experienced pioneers in neonatal care* won the 'Sociology of Health and Illness Best Book of the Year 2009' Award. She has published widely on issues concerning patient safety in intensive care units.

### ***Safety programmes in primary care: surely it is just plug and play?***

Dr Brian Robson, Executive Clinical Director, Healthcare Improvement Scotland

### *Abstract*

Large scale safety programmes are being progressed internationally; however, there are significant differences in how these programmes are designed across different healthcare sectors. This presentation will consider what lessons and approaches are, or are not, transferable from the hospital sector to primary care and vice versa and where ongoing evaluation can help.

### *Biography*

Brian is the Executive Clinical Director with Healthcare Improvement Scotland, a graduate of Glasgow University and Harvard School of Public Health and a Health Foundation IHI Fellow. His responsibilities include clinical engagement, safety programmes, knowledge management and eHealth. He continues with a regular clinical session in General Practice in Glasgow which keeps him grounded in the realities of working at the frontline!

### ***Patient safety: learning from the past, looking to the future***

Dr David Steel, formerly Chief Executive, NHS Quality Improvement Scotland

### *Abstract*

In recent years large-scale patient safety programmes have been running in each of the countries of the UK. What can they teach us about tackling patient safety and about the impact of interventions of this kind; and how can we use this experience to shape future programmes to improve quality and safety?

### *Biography*

Dr David Steel OBE was Chief Executive of NHS Quality Improvement Scotland from 2003 until 2009, and played a major part in setting up the Scottish Patient Safety Programme. Since retiring from that role, he has held an honorary Senior Research Fellowship at the University of Aberdeen and chairs the Prioritisation Panel of the NIHR Health Delivery Research Programme (previously the Priority Areas Panel of the Service Delivery and Organisation Programme).

### ***Exploring safety narratives: sense-making, identity and control in the context of hospital discharge***

Professor Justin Waring, International Centre for Governance and Public Management, University of Warwick

### *Abstract*

This paper develops two themes tentatively proposed in recent research by the author, namely the need to give more attention to the cultural-scripting of patient safety knowledge and the need for more research on the inter-organisational dimensions of safety. Reflecting these, the paper explores the role of narratives in the social construction and control of risk in the context of hospital discharge. Mainstream research and policy in patient safety is often concerned to advance learning and improvement through delineating types of risk, changing cultures, and informing safer clinical behaviours. Although sense-making is widely recognised as integral to learning and safety, there has been limited attention to how knowledge about safety is (co-) constructed through inter-subjective and culturally scripted storytelling. We focus on the stories of patient safety constructed and narrated in the context of hospital discharge, where it is often difficult to make sense of delays, disruptions and breakdowns that threaten safety. Further, these discharge processes highlight the knowledge and cultural boundaries between the different occupations, agencies and organisations. Through exploring the different stories constructed within and across these boundaries we deepen our understanding of perceived *victims*, *heroes* and *villains* at the organisational and inter-organisational levels. These reveal clinicians' deep uncertainty and emotional labour in the discharge process as well as the cathartic and learning potential of co-authoring shared narratives that reflect common cultural norms and reveal the possibilities of change. From these accounts the interplay between sense-making, shared identity and notions of blame is elaborated, but also the often lost potential for learning.

### *Biography*

Justin Waring's work makes connections between medical sociology, organisational studies and public policy, especially in relation to the management and regulation of clinical quality and safety. For over a decade he has worked in the area of patient safety, from evaluating new incident reporting and root cause analysis systems, to investigating the threats to safety associated with surgery, the use of ICTs and the introduction of new service models. He is currently involved in three major studies related to safe

discharge and inter-agency working, the translation of safety knowledge into practice and an evaluation of the Welsh patient safety programme.

***Situated Standardization in Safety Improvement; Bypassing the Universal/Individual Axis***

Dr Teun Zuiderent-Jerak, Institute of Health Policy and Management, Erasmus University Rotterdam

***Abstract***

Much of the discussion on the relation between standardizing healthcare practices and keeping space for the complexities of care delivery, remains limited to what Steve Epstein has called “the abstract debate between universal, standardized approaches to medicine and policy (treating everyone the same as everyone else) and individualized approaches (recognizing the uniqueness of each person)”. Alongside this abstract sociological debate, practices of standardization and evidence-basing try to find ways that preclude getting caught in such a universal/individual dichotomy. In this talk, I explore how the notion of ‘situated standardization’, that is standardization that is situated in sociologically articulated issues, is both helpful in developing safety standards that bypass the universal/individual axis, and for rendering social studies of healthcare standards more productive.

***Biography***

Teun Zuiderent-Jerak is Associate Professor of Science and Technology Studies at the institute of Health Policy and Management of the Erasmus University Rotterdam, the Netherlands. His research focuses on the sociology of quality and safety in healthcare, standardization of medical practices, the construction of healthcare markets for public values, and sociological research that explicitly aims to intervene in the practices it studies. He has published in journals like *Social Science & Medicine*, *BMJ Quality and Safety*, *Social Studies of Science*, *Science, Technology, and Human Values*, and has also co-edited a special issue of *Science as Culture* on Unpacking ‘Intervention’ in Science and Technology Studies. His book *Situated Intervention; Sociological Experiments in Healthcare*, is forthcoming with The MIT Press.