

# Forsknings- udgivelser

2013 - 2015



Region Syddanmark

**CENTER FOR KVALITET**

Forskningsudgivelser 2013 - 15, Center for Kvalitet



**FORSKNING**

<b>Publikationer</b>	<b>3</b>
Publikationer 2013	3
Publikationer 2014	4
Publikationer 2015	5
<b>Konferencebidrag</b>	<b>6</b>
Mundtlige præsentationer 2013	6
Mundtlige præsentationer 2014	7
Mundtlige præsentationer 2015	9
<b>Posters</b>	<b>10</b>
Posters 2013	10
Posters 2014	11
Posters 2015	11

## Publikationer

### Publikationer 2013

- Morsø L, 2013. PhD Thesis: Translation and validation of ‘the STarT Back Tool’ – a clinical screening tool for predicting outcome and guiding targeted treatment for patients with low back pain. Institute of Regional Health Services Research, University of Southern Denmark
- Hollnagel, E. & Lund, M. (2013). Vidensdeling i komplekse organisationer – Analyse af to eksempler. Tidsskrift for Dansk Sundhedsvæsen, 89(1), 28-37.
- Windridge, D., Shaukat, A. & Hollnagel, E. (2013). Characterizing driver intention via hierarchical perception-action modelling. IEEE Transactions on Human-Machine Systems, 43(1), 17-31.
- Schröder-Hinrichs, J.-U., Hollnagel, E., Baldauf, M., Hofmann, S. & Kataria, A. (2013). Maritime human factors and IMO policy. Maritime Policy & Management, 40(3), 243-260.
- Hollnagel, E. (2013). A tale of two safeties. Nuclear Safety and Simulation, 4(1), 1-9.
- Hollnagel, E. (2013). An Application of the Functional Resonance Analysis Method (FRAM) to Risk Assessment of Organisational Change. Stockholm: SSM (2013:09)
- Martinie, C., Palanque1, P., Pasquini, A., Ragosta, M., Silvagni, S., Sujan, M., Rigaud, E. & Hollnagel, E. (2013). Modelling of Automation Degradation: A Case Study. SID 2013.
- Hollnagel, E. (2013). Is safety a subject for science? Safety Science, 67, 21-24.
- Apneseth, K., Wald, A. M. & Hollnagel, E. (2013). Measuring resilience in integrated planning. In E. Albrechtsen & D. Besnard (Eds.) Oil and Gas, Technology and Humans. Farnham, UK: Ashgate.
- Hollnagel, E. (2013). A resilience engineering approach to assess major accident risks. In E. Albrechtsen & D. Besnard (Eds.) Oil and Gas, Technology and Humans. Farnham, UK: Ashgate.
- Hollnagel, E. (2013). Att känna sig säker eller att vara säker: övergången från säkerhet-I till säkerhet-II (To feel safe or to be safe: The transition from Safety-I to Safety-II). In S. Ödegård (Ed.) Patientsäkerhet: Teori och praktik. Stockholm: Liber.
- Hollnagel, E. (2013). Human factors/ergonomics as a systems discipline? “The human use of human beings” revisited, Applied Ergonomics, 45, 40-44.
- Hollnagel, E. & Fujita, Y. (2013). The Fukushima disaster – systemic failures as a lack of resilience. Nuclear Engineering and Technology, 45(1), 1-8.
- Hollnagel, E., Braithwaite, J. & Wears, R. L. (Eds.) (2013). Resilient health care. Farnham, UK: Ashgate.
- Hollnagel, E., Braithwaite, J. & Wears, R. L. (2013). Preface: On the need for resilience in health care. In E. Hollnagel, J. Braithwaite & R. L. Wears (Eds.). Resilient health care. Farnham, UK: Ashgate.
- Hollnagel, E. (2013). Making health care resilient: From safety-I to safety-II. In E. Hollnagel, J. Braithwaite & R. L. Wears (Eds.). Resilient health care. Farnham, UK: Ashgate.
- Hollnagel, E., Braithwaite, J. & Wears, R. L. (2013). Epilogue: How to make health care resilient. In E. Hollnagel, J. Braithwaite & R. L. Wears (Eds.). Resilient health care. Farnham, UK: Ashgate.
- Hollnagel, E. (2013). Resilience engineering and the built environment. Building Research and Information, 42(2), 221-228.
- Hollnagel, E. & Leonhardt, J. (2013). From Safety-I to Safety-II: A White Paper. Bruxelles, BE Eurocontrol.
- Hollnagel, E. (2013). Is justice really important for safety? Hindsight, 18, 10-13.

Gjersøe, P, Qvist P. Organisatorisk kvalitet, hvad er det?: Tidsskrift for Dansk Sundhedsvæsen nr. 5, 2013.

Qvist P, Lindegaard BR. På vej fra projekt til praksis. Bog. 134 sider. Region Syddanmark maj 2013.

Bülöw von L. Evaluering af forløbsprogram for voksne patienter med diabetes 2. Samordningsforum, Sygehus Lillebælt. Center for Kvalitet, 2013.

#### Publikationer 2014

Gjersø P, Morsø L, Jensen MS, Qvist P. KOL-forløbsprogrammer har begrænset indvirkning på lægers tværsektorielle samarbejde. Ugeskrift for Læger 2014, 176:40.

Gjersøe P, Morsø L, Jensen MS, Qvist P. Chronic obstructive lung disease management programmes do not benefit the coordination of care pathways. Ugeskr Laeger. 2014 Sep 29;176 (40). pii: V04140244. Danish.

Morsø L, Kent P, Manniche C, Albert HB. The predictive ability of the STarT Back Screening Tool in a Danish secondary care setting. Eur Spine J. 2014 Jan;23(1):120-8. doi: 10.1007/s00586-013-2861-y. Epub 2013 Jun 21.

Oliveira VC, Ferreira ML, Morso L, Albert HB, Refshauge KM, Ferreira PH. Patients' perceived level of social isolation affects the prognosis of low back pain. Eur J Pain. 2014 Sep 3. doi: 10.1002/ejp.578. [Epub ahead of print]

Kent P, Morsø L, Kongsted A. Letter to the Editor concerning 'Using the STarT Back Tool: Does timing of stratification matter?' Man Ther. 2015 Aug; 20 (4):e13. doi: 10.1016/j.math.2014.10.019. Epub 2014 Nov 11. No abstract available

Oberländer L, Salting T, Hounsgaard J, Interne survey I Region Syddanmark – En håndbog i praktisk brug af interne survey, Center for Kvalitet & Koncern HR 2012, Region Syddanmark, 2. udgave januar 2014, ISBN 978-87-993427-0-9

Hollnagel E, Hounsgaard J, Colligan, L, FRAM – The Functional Resonance Analysis Method – a handbook for the practical use of the method, Centre for Quality, Region of Southern Denmark, first edition June 2014, ISBN 978-87-997477-0-2, 2014

Leonhardt, J., Peters, C. & Hollnagel, E. (2014). Der notwendigen Paradigmenwechsel im verständnis von Sicherheit in komplexen Arbeitswelten. In U. Bargstedt, G. Horn & A. van Vegten (Eds). Resilienz in Organisationen stärken – Vorbeugung and Bewältigung von kritischen Situationen. Verlag für Polizeiwissenschaft.

Nemeth, C. P. & Hollnagel, E. (Eds.) (2014). Resilience engineering in practice, Vol 2. Becoming resilient. Farnham, UK: Ashgate.

Hollnagel, E. (2014). Becoming resilient. In: C. P Nemeth & E. Hollnagel (Eds.) Resilience engineering in practice, Vol 2. Becoming resilient. Farnham, UK: Ashgate.

Praetorius, G. & Hollnagel, E. (2014). Control and Resilience within the Maritime Traffic Management Domain. Journal of Cognitive Engineering and Decision Making, 8(4), 303-317.

Källhammer, J.-E., Smith, K. & Hollnagel, E. (2014). An empirical method for quantifying drivers' level of acceptance of alerts issued by automotive active safety systems. In W. A. Regan, T. Horberry & A. Stevens (Eds.) Driver acceptance of new technology. Farnham, UK: Ashgate.

Rankin, A., Lundberg, J., Woltjer, R., Rollenhagen, C. & Hollnagel, E. (2014). Resilience in Everyday Operations: A Framework for Analyzing Adaptations in High-Risk Work. Journal of Cognitive Engineering and Decision Making, 8(1), 78-97.

Hollnagel, E. (2014). Safety-I and Safety-II: The past and future of safety management. Farnham, UK: Ashgate.

Hollnagel, E. (2014). From Safety-I to Safety-II: A brief introduction to resilience engineering, Communications of the Operations Research Society of Japan, 59(8), 435-439. (in Japanese). [Erik Hollnagel, Safety-Iから Safety-IIへ —レジリエンス工学入門—, オペレーションズ・リサーチ, Vol. 59, No. 8, pp. 435-439, 2014.]

Fairbanks, R. J., Wears, R. L., Woods, D. D., Hollnagel, E., Plsek, P., Cook, R. I. (2014). Resilience and Resilience Engineering in Health Care. Joint Commission Journal on Quality and Patient Safety, 40(8), 376-383(8).

Inge Pedersen, Anne Kudsk Fallesen og Michael Dyre Stæhr. *Klinisk grundbog i sygepleje*, 2014. Patientsikkerhed, Munksgaard, 2014

Inge Pedersen, Ninna Kallestrup Petersen, Tema om fald; Center for Kvalitet. 2014.  
<http://www.centerforkvalitet.dk/wm453401>

Bülow von L., Blom A. Patienters tilfredshed med Rehabilitering. En pilotundersøgelse på Rehabiliteringsafdelingen OUH, Odense og Svendborg. Center for Kvalitet, 2014.

Bülow von L., Blom A. Evaluering af Udvidet integreret samarbejde mellem FAM, OUH og Lægevagten. Center for Kvalitet, 2014.

Blom A., Bülow von L. Patienters oplevelser af indlæggelsesforløb – en kvalitativ undersøgelse. Center for Kvalitet, 2014.

## Publikationer 2015

Falstie-Jensen AM, Larsson H, Hollnagel E, Nørgaard M, Johnsen SP. “Is compliance with hospital accreditation associated with length of stay and acute readmission? A Danish nationwide population-based study” *Int J Qual Health Care* 2015 [a head of pub] accepted September 2, 2015

Falstie-Jensen AM, Larsson H, Hollnagel E, Nørgaard M, Svendsen MLO, Johnsen SP. Compliance with hospital accreditation and patient mortality - A nationwide population-based study. *Int J Qual Health Care* 2015 27:165-174

Bogh SB, Falstie-Jensen AM, Bartels P, Hollnagel E, Johnsen SP. Accreditation and improvement in process quality of care: a nationwide study. *Int J Qual Health Care*. 2015 Aug 3. pii: mzv053. [Epub ahead of print]

Morso L, Kongsted A, Hestbaek L, Kent P. The prognostic ability of the STarT Back Tool was affected by episode duration. *Eur Spine J*. 2015 Apr 3. [Epub ahead of print]

Morsø L, Kent P, Albert HB, Hill JC, Kongsted A, Manniche C. The predictive and external validity of the STarT Back Tool in Danish primary care. *Eur Spine J*. 2013 Aug;22 (8):1859-67. doi: 10.1007/s00586-013-2690-z. Epub 2013 Feb 10.

Clay-Williams R, Hounsgaard J, Hollnagel E. Where the rubber meets the road: using FRAM to align work-as-imagined with work-as-done when implementing clinical guidelines. *Implementation Science* 2015; In press (accepted 20 August 2015)

Wears, R. L., Hollnagel, E. & Braithwaite, J. (2015) (Eds). *Resilient health care, Volume 2: The resilience of everyday clinical work*. Farnham, UK: Ashgate.

Hollnagel, E. (2015). Looking for patterns in everyday clinical work. In R. L. Wears, E., Hollnagel & J. Braithwaite (Eds). *Resilient health care, Volume 2: The resilience of everyday clinical work*. Farnham, UK: Ashgate.

Hollnagel, E. (2015). Why is work-as-imagined different from work-as-done? In R. L. Wears, E., Hollnagel & J. Braithwaite (Eds). *Resilient health care, Volume 2: The resilience of everyday clinical work*. Farnham, UK: Ashgate.

Braithwaite, J., Wears, R. L. & Hollnagel, E. (2015). Creating safer healthcare. *Health Management*, 15(2), 81.

Falstie-Jensen, A.-M., Larsson, H., Hollnagel, E., Nørgaard, M., Svendsen, M. L. O. & Johnsen, S. P. (2015). Compliance with hospital accreditation and patient mortality: a Danish nationwide population-based study. *International Journal for Quality in Health Care*, 1–10. (doi: 10.1093/intqhc/mzv023)

Hollnagel, E. (2015). Disaster management, control, and resilience. In: A. J. Masys (Ed.), *Disaster Management: Enabling Resilience (Lecture Notes in Social Networks)*. Berlin: Springer Verlag.

Braithwaite, J. Wears, R. L. and Hollnagel, E. (2015). Resilient health care: turning patient safety on its head. *International Journal for Quality in Health Care*, 1–3. doi: 10.1093/intqhc/mzv063

Hollnagel, E. (2015). *功能共振分析方法— 杂社会技术系统建模*. Beijing, China: National Defense Industry Press.

Inge Pedersen, Anne Kudsk Fallesen. *Global Trigger Tool – Psykiatrien*, Center for Kvalitet, Dansk Selskab for Patientsikkerhed. København 2015

Inge Pedersen; Ulla Møller Ølgaard. Hvordan kan journalgennemgange med fokus på patientskader skabe læring og forbedring i praksis? Tidsskrift for Dansk Sundhedsvæsen, 2015 (in press).

Inge Pedersen, Michael Dyre Stæhr og Anne Kudsk Fallesen. Patientsikkerhed og kvalitetsudvikling. Kvalitetsudvikling og dokumentation, 2015. Nyt Nordisk Forlag Arnold Busck/Schønberg (in press).

Blom, Ane. Den ældre medicinske patient – en kvalitativ undersøgelse af patientoplevelser. Center for Kvalitet, 2015.

Plessen von C, Poulstrup A, Anhøj J: Bliver kvaliteten bedre uden Den Danske Kvalitetsmodel? Dagens Medicin Nr. 13, fredag 5. juni 2015

Bülow von L. Evaluering af psykiatrisk akutmodtagelse, Esbjerg – en formativ evaluering i tre trin. Center for Kvalitet, 2015.

Bülow von L., Blom A., Gerdes u. (2015). Sygehuse bør i højere grad anvende kvalitative metoder til forbedring af patientoplevelset kvalitet. Ugeskrift for Læger. Accepteret/in press.

## Konferencebidrag

### Mundtlige præsentationer 2013

Andersen L R, Hounsgaard J, Improving in-hospital pathway of patients with hip fracture. Oral presentation. Nordic Conference on Implementation, Linköping February 2013

Gerdes LU, Hardahl C. Text mining electronic health records to identify hospital adverse events. Medinfo 2013. København, 2013

Gerdes LU. Brug af text analytics på elektroniske patientjournaler til identifikation af problemer med patientsikkerhed. SAS Institute, ERFA-døgn, Nyborg 2013.

Gerdes LU. Patientsikkerhed — vi skal passe godt på den ældre, multisyge patient. Jydsk Medicinsk Selskab, Aarhus 2013.

Gerdes LU. Text analytics og elektroniske patientjournaler. Erfaringer fra et projekt med identifikation af problemer med patientsikkerheden på et sygehus. SAS Forum, København, 2013.

Gerdes LU. Hospital standardised mortality ratio is a poor instrument to measure quality in healthcare. Forskningsnetværk for Patientsikkerhed og Kvalitet i Sundhedsvæsenet, København, 2013.

Engel C, Nielsen KA, Ibsen C, Falstie-Jensen AM. Evaluation of the first completed accreditation cycle in Danish hospitals. ISQua, 30th International Conference, Edinburgh, October 2013

Bogh SB, Akkrediteringens påvirkning på klinisk proceskvalitet, Åbenforskerdag 2013

Hollnagel, E. (2013). From Safety-I to Safety-II: An Introduction to Resilient Health Care. Third National Patient Safety Conference, 24 May, Dublin, Ireland. (Invited keynote).

Hollnagel, E. (2013). Safety-I and Safety-II: The Past and Future of Safety Management. European Railway Agency: Seminar on human performance in the railways, 30 October, Valenciennes, France. (Invited keynote).

Hollnagel, E. (2013). Safety-I, Safety-II and Resilience Engineering. Resilience and the Built Environment Workshop, 14-15, ETH Zurich, Switzerland. (Invited keynote).

Hollnagel, E. (2013). The deconstruction of “Just culture” and the new approaches to safety. Eurocontrol CEO Safety Conference, 21-22 March, Bled, Slovenia. (Invited keynote).

Hollnagel, E. (2013). Safety-I and Safety-II: The past and future of safety management. Eurocontrol Network Manager Meeting, 26-27 September, Dublin, Ireland. (Invited keynote).

Hollnagel, E. (2013). Resilient health care: The Why and the How. (Invited keynote). Queen’s University First Annual International Symposium on Quality, Risk and Safety in Healthcare, 3-7 June, Herstmonceux Castle, East Sussex, UK.

Hollnagel, E. (2013). From Safety-I to Safety-II: An Introduction to Resilience Engineering. 6th International Summer School on Aviation Psychology (ISAP'13) Improved Safety by managing Human Factors in complex Aviation Systems, 1-5 July, Graz, Austria. (Invited keynote).

Hollnagel, E. (2013). The Lloyd's Register Foundation Annual "Transport Risk Management" Lecture - Safety-I and Safety-II: The Past and Future of Safety Management, 16 October, Imperial College London, UK. (Invited keynote).

Hollnagel, E. (2013). Resilience Health Care: The Basic Issue. Workshop on Stimulating Collaborations in the Application of Resilience Engineering to Healthcare, 13-14 June, National Academies' Keck Building, Washington, DC. (Invited keynote).

Hollnagel, E. (2013). Resilience engineering as an approach to safety for industry and society. International Seminar on Natural Science and Technology - Resilience Engineering, 4-5 March, TKP Tokyo Ekimae & Okayama University, Japan. (Invited keynote).

Hollnagel, E. (2013). From Safety-I to Safety-II: Managing Future Risks. Deans Forum, 2<sup>nd</sup> Workshop on Resilience Engineering, 18-20 November, ENSMP Paris, France. (Invited keynote).

Hollnagel, E. (2013). Are Trade-offs Necessary/Important/Useful for Resilience Engineering? 5<sup>th</sup> REA Symposium, 24-27 June, Soesterberg, The Netherlands. (Invited keynote).

Hollnagel, E. (2013). A Safety-II Perspective on Investigations: Looking for variability instead of looking for failures. Granskningskonferencen 2013, 17-18 September, Stavanger, Norway. (Invited keynote).

Hollnagel, E. (2013). An introduction to resilient health care. Annual Seminar on Patient Safety and Quality Improvement, 9-10 May, Tokyo, Japan. (Invited keynote).

Poulstrup A. Workshop chairman: Governance Leadership and Health Policy, ISQua Conference 2013, Edinburgh, Scotland.

Blom, Ane. Optimering af diabetesbehandling. Praksisdag i Syd, Region Syddanmark 2013.

#### Mundtlige præsentationer 2014

Gerdes LU. Hvad kan vi lære af skandalen på Mid Staffordshire i England? Dansk Selskab for Patientsikkerhed, København, 2014.

Gerdes LU. Udvikling og implementering af et smart it-værktøj: Hvor svært kan det dog være? E-Sundhedsobservatoriets Årskonference, Nyborg, 2014.

Claus Manniche, Lars Morsø, Lene Kiertzner Vertebral endplate Changes/Modic Changes: Antibiotic treatment in low back pain (Oral Presentation). ACR's 2014 Annual Meeting being held november 14 – 19, 2014 in Boston, MA

Peter Gjersøe, Lars Morsø, Morten Sall Jensen, Peter Qvist. Barriers to implement a disease management program for chronic obstructive lung disease (Oral Presentation). The 3<sup>rd</sup> Nordic Conference on Research in Patient Safety and Quality in Healthcare (NSQH 2014). Stavanger, Norway October 2-3<sup>rd</sup>, 2014.

Falstie-Jensen AM, Larsson HJ, Hollnagel E, Johnsen SP. Is Accreditation Status Associated With Patient Mortality? A Nationwide Population-Based Study. ISQua, 31th International Conference, Rio de Janeiro, October 2014

Morsø L, Jensen MS, Qvist P. Use of a serial pop up data capture system to monitor adherence to back pain guidelines. 3<sup>rd</sup> Nordic Conference on Research in Patient Safety and Quality in Healthcare Stavanger October 2014

Morsø, L, Jensen MS, Qvist P. Assessment of the Implementation of a Disease Management Program (Poster). Nordic Conference on Implementation of Evidence-Based Practice, Bergen, Norge. 2014

Gjersø P, Morsø L, Jensen MS, Qvist P. Are disease management programmes for patients with chronic obstructive lung disease used by medical doctors in Denmark? 3<sup>rd</sup> Nordic Conference on Research in Patient Safety and Quality in Healthcare—Stavanger oktober 2014

Hollnagel, E. (2014). Should Safety Be Measured? And if so, how? Danish Human Factors Network Meeting, 17 December, Copenhagen, Denmark. (Invited keynote).



Hollnagel, E. (2014). What does Work-As-Imagined (WAI) And Work-As-Done (WAD) Mean? (Invited keynote). Eurocontrol Workshop: Safety Human Performance System, 24-26 September, Lisbon, Portugal. (Invited keynote).

Hollnagel, E. (2014). Safety management: ¿El trabajo como se imagina o el trabajo como se hace realmente? Safetygranada 2014. Los Factores Humanos y Organizativos de la Seguridad Industrial – FHOS, 20-22 May, Granada, Spain. (Invited keynote).

Hollnagel, E. (2014). Safety-I and Safety-II: From Protective to Productive Safety. Human Factors in Control 10 years: Enabling new, safe and efficient operations, 15-16 October, Oslo, Norway. (Invited keynote).

Hollnagel, E. (2014). What is a favorable safety culture? Mitä on suotuista turvallisuuskulttuuri. Finnish Transport Agency Safety Seminar, 4 December, Helsinki, Finland. (Invited keynote).

Hollnagel, E. (2014). Safety-I and Safety-II: The Past and Future of Safety Management. The Finnish National Rescue Association Seminar on Nollatoleranssista resilienssiin?, 12 March, Helsinki, Finland. (Invited keynote).

Hollnagel, E. (2014). How to build resilient performance in changing world? HUFAG VNV Seminar, 19 November, Amsterdam, The Netherlands. (Invited keynote).

Hollnagel, E. (2014). Safety-I and Safety-II: The Past and Future of Safety Management. IFATCA 53<sup>rd</sup> Annual Conference, 7-10 May, Gran Canaria, Spain. (Invited keynote).

Hollnagel, E. (2014). What is the Consequence of the Human Factor for the Human Factor? MSSM 2014 – Maritim Ledelse, 28-29 August, Hotel Nyborg Strand, Denmark. (Invited keynote).

Hollnagel, E. (2014). Is Resilient organising possible? Some reflections about organisational practice rather than organisational theory as it applies to safety. NEON 2014, 25-27 november, Stavanger, Norway. (Invited keynote).

Hollnagel, E. (2014). Can anyone imagine how work is done? Human Factors in Complex Systems, June 10th & 11th, Nottingham, UK. (Invited keynote).

Hollnagel, E. (2014). What type of safety should we strive for? And how can simulation help? 5<sup>th</sup> ASPIH National Conference, 11-13 November, Nottingham, UK. (Invited keynote).

Hollnagel, E. (2014). Resilient Health Care: The Way Ahead. 3<sup>rd</sup> Nordic Conference on Patient Safety and Quality in Health Care, 1-3 October, Stavanger, Norway. (Invited workshop).

Hollnagel, E. (2014). Should Safety Be Preventive Or Productive? XII Congreso Internacional de Prevención de Riesgos Laborales, 21-23 May, Zaragoza, Spain. (Invited keynote).

Hollnagel, E. (2014). From Protective Safety to Productive Safety: A New Role for OHS. SIA Wigglesworth Memorial Lecture, 25 March, Melbourne, Australia. (Invited keynote).

Hollnagel, E. (2014). The Implications of Safety-II for the Safety Management of the Future. Safety In Action 2014, 26-27 March, Melbourne, Australia. (Invited keynote).

Hollnagel, E. (2014). Resilience Engineering – Learning From Things That Go Right. Risky Business London 2014: Learning from Others “Reality Check and Opportunities for Individuals”, 11-12 September, London, UK. (Invited keynote).

Hollnagel, E. (2014). Resilience Engineering and Patient Safety Management: The Way Forward. “Med fokus på säker vård”, 3 juni, Sahlgrenska Universitetssjukhuset, Gothenburg, Sweden. (Invited keynote).

Hollnagel, E. (2014). From Accident Prevention – – To Resilience Engineering. A New Approach to Safety Management. Flight Safety Seminar for CAAs and Operators, 1-2 December, Seoul, South Korea. (Invited keynote).

Hollnagel, E. (2014). What should we do to build a resilient health care organization? An Innovative Patient Safety Strategy – Building a Resilient Health Care Organization, 7 January, Taipei Medical University, Taiwan. (Invited keynote).

Hollnagel, E. (2014). Safety Management from a Resilience Engineering Perspective: Bringing Safety-II into Daily Operations. TÜV Sicherheitsmanagement in der Kerntechnik Symposium, 16 - 17 October, Munich, Germany. (Invited keynote).

Hollnagel, E. (2014). Human factors in accidents: A fatalistic versus a realistic view. UIC Workshop on Human Factors in Investigation og Accidents/Incidents, 10-11 February, Paris, France. (Invited keynote).

### Mundtlige præsentationer 2015

Gerdes LU. Understanding how and why quality improvement programs work: A review of an analysis of the Michigan Keystone Project to reduce rates of central venous catheter bloodstream infections. Dansk Selskab for Samfundsmedicins årsmøde, Middelfart, 2015

Poulstrup A. Improvement Science. An example in Progress. Oral presentation. Dansk Selskab for Samfundsmedicins Årsmøde 2015, Hindsgavl Slot, Middelfart.

Morsø L, Qvist P. Cultural and practical barriers for the implementation of rehabilitation guidelines across sectors. (Oral presentation). ISQua's 32<sup>st</sup> International Conference, Doha, Qatar, from 3 – 7 October 2015

Falstie-Jensen AM, Larsson HJ, Hollnagel E, Johnsen SP. Is compliance with hospital accreditation associated with lower length of stay and lower risk of acute readmission? A Danish nationwide population-based study. ISQua, 32th International Conference, Doha, October 2015

Bogh SB, Holst R, Hollnagel E, Johnsen SP. Quality of in-hospital care before, during and after accreditation: A nationwide study. The International Society for quality in health care, 2015

Hollnagel, E. (2015). The Resilience Engineering Approach to Societal Readiness. Resilience Workshop: Technologies and their social implementation to actualize the disaster prevention/mitigation. Tohoku University, International Research Institute of Disaster Science (IRIDeS), March 15, 2015. (Invited keynote).

Hollnagel, E. (2015). Systemic accidents – a resilience engineering perspective. Keynote presentation at IV Jornada Latino-Americana de Fatores Humanos e Segurança Operacional, Brasilia, April 16-17, 2015

Hollnagel, E. (2015). Nurturing Resilient Health Care. The 13<sup>th</sup> Annual Meeting of Japan Society of Risk Management for Clinical Medicine, Fukushima, Japan, May 15-15, 2015. (Invited keynote.)

Hollnagel, E. (2015). Resilience Engineering, Standardisation, and Variability. Dansk forening for kvalitet conference "Hvorfor går det godt, når det går godt?" Hotel Storebælt, Nyborg, 28 May, 2015. (Invited keynote.)

Hollnagel, E. (2015). Resilient health care: The way forward. International Forum on Quality and Safety in Healthcare, ExCel London, 21-24 April. (Invited keynote.)

Hollnagel, E. (2015). From Protective Safety (Safety-I) to Productive Safety (Safety-II). Royal Air Force Air Command Duty Holder Safety Symposium, High Wycombe, Buckinghamshire, May 26. (Invited keynote.)

Hollnagel, E. (2015). The price of work? Is occupational injury an inevitable toll on the work we do? VIOSH International Research Symposium, Ballarat, VIC, Australia, 10 July. (Invited keynote.)

Hollnagel, E. (2015). Challenging perspectives on risk management. Safety Institute of Australia, Sydney Safety Symposium 2015, 24 July, Sydney, Australia. (Invited keynote.)

Hollnagel, E. (2015). Bon voyage: Safe sailing from a Safety-II perspective. IMISS2015 - International Maritime Incident and Near Miss Reporting Conference 2015, 25 August, Kotka, Finland. (Invited keynote.)

Hollnagel, E. (2015). In the beginning ...? Resilient Health Care: Moving from Safety-I to Safety-II. 10 August, Manly, Australia. (Invited keynote.)

Hollnagel, E. (2015). The pursuit of resilience: Too much analysis and too little synthesis? 6<sup>th</sup> Symposium on Resilience Engineering, 22-25 June, Lisbon, Portugal. (Invited keynote.)

Hollnagel, E. (2015). Safety Management from a Resilience Engineering Perspective: Bringing Safety-II into Daily Operations. 13<sup>th</sup> IAEA – FORATOM Management System Workshop, 23-25 June, Barnwood, Gloucester, UK. (Invited keynote.)

Hollnagel, E. (2015). Coping with complexity: Why being safe must go beyond avoiding accidents and incidents. Second African Symposium on Human Factors & Aviation Safety: From Talking To Doing Safety, 07-11 September. Cape Town, South Africa. (Invited keynote.)

Hollnagel, E. (2015). Perceiving what cannot be seen: The practical side of Safety-II. Eurocontrol Human Factors and System Safety Seminar, 5-7 October. Barcelona, Spain. (Invited keynote.)

Hollnagel, E. (2015). Resilience in health care. Resilience in Healthcare Masterclass, Centre for Applied Resilience in Healthcare (CARE), Kings College London, May 7-8, 2015. (Invited keynote).

Plessen von C. "Implementering af kendt viden til forebyggelse af hospitalserhvervede infektioner". Temadag Task force hospitalserhvervede infektioner. København, 7.5.2015

Plessen von C. "Sustainability". Netværk for forbedringsagenter (Os der forbedrer sundhedsvæsenet). Middelfart, 28. Sept. 2015.

Poulstrup A. Workshop Chairman. Mundtlig præsentation: Sygehusene får ikke tildelt flere ressourcer i den nærmeste fremtid. Hvordan kan vi i det scenarie med begrænsede midler fortsat forbedre kvaliteten for vores patient-behandling? Hvilke tilgange er der? Dansk Selskab for Kvalitet i Sundhedssektoren, Årsmøde 2015, Nyborg Strand.

Inge Pedersen. Hvordan kan vi afdækket hvad der sker i sektorovergange? – Gør vi som vi tror vi gør?

Dansk Selskab for Patientsikkerhed. Årsmøde 2015, København.

## Posters

### Posters 2013

Gerdes LU, Hardahl C. Text mining electronic health records to identify hospital adverse events. International Forum on Quality & Safety in Healthcare. London, 2013

Andersen L R, Hounsgaard J. Hip Fractures: How to improve in-hospital pathways for patients. Poster. IHI International Forum, London April 2013

Langkilde P K, Hounsgaard J, Using Functional Resonance Analysis Method (FRAM) to improve the service performance of the ward round. Poster. ISQua International Conference, Edinburgh October 2013

Lars Morsø, Ulla Nissen, Berit Marquardsen, Lis F. Hansen, Vivi T. Petersen, Hanne Rasmussen. Implementation of organizational guidelines for LBP in Danish Primary care. How to get STarT'ed? The 8th Interdisciplinary World Congress on Low Back& Pelvic Pain. Dubai October 27 to 31, 2013.

Raben C, Indicators for improving patient safety, Konfernce om Performance Indicators in Healthcare, Forskningsnetværk for Patientsikkerhed og Kvalitet i Sundhedsvæsenet, 2013

Martinie, C., Palanque1, P., Pasquini, A., Ragosta, M., Silvagni, S., Sujan, M., Rigaud, E. & Hollnagel, E. (2013). Modelling of Automation Degradation: A Case Study. SID 2013.

Rigaud, E., Hollnagel, E., Martinie, C., Pasquini, P., Ragosta, M., Silvagni, S., Sujan, M. A. (2013). Modeling trade-offs consequences propagation and their impacts. In Resilience Engineering Association: 5<sup>th</sup> International Symposium.

Pasquini, A., Ragosta, M., Silvagni, S., Sujan, M. A., Rigaud, E., Hollnagel, E. (2013). Modelling of Automation Degradation: A Case Study. Third SESAR Innovation Days, 26<sup>th</sup> – 28<sup>th</sup> November 2013.

Blom A., Bülow von L. (2013). Acute Care Across sectors – Emergency Department: ON CALL general practitioners. Integrated Care, Singapore, November 2013.

## Posters 2014

Langkilde P K, Hounsgaard J, Ward Rounds – How to improve? Poster. IHI International Conference, Orlando December 2014

Hounsgaard J, Having a good or bad day? What is the difference between a good or bad day evaluating patients? Poster. IHI International Conference, Orlando December 2014

Lars Morsø, Lars Henriksen, Peter Qvist. Integration of Clinical Guidance, Quality Assurance and Research Activity in Danish Primary Care. (Poster) ISQua's 31<sup>st</sup> International Conference, Rio de Janeiro, Brazil from 5 – 8 October 2014

Lars Morsø, Peter Qvist, Lars Henriksen. Can Prognostic Measurement Tools Automatically be Applied across Health Care Settings and Populations? ISQua's 31<sup>st</sup> International Conference, Rio de Janeiro, Brazil from 5 – 8 October 2014

Lars Henriksen, Peter Qvist, Lars Morsø. Comparison of the Patient Perspective and the Clinical Perspective in an Integrated Rehabilitation Pathway. ISQua's 31<sup>st</sup> International Conference, Rio de Janeiro, Brazil from 5 – 8 October 2014

Alice Kongsted, Lars Morsø, Lise Hestbaek, Peter Kent. Is the predictive ability of the STarT Back Tool affected by clinical setting, duration of episode or outcome time period? (Poster). The XIII International Back Pain Forum, Campos do Jordao, Brazil 30/9 – 3/10 2014

Claus Manniche, Lars Morsø, Lene Kiertzner, Modic Changes: Antibiotic treatment in chronic low back pain patients with a suspected low grade discitis (Poster). International Society of physical and rehabilitation medicine. Mexico 30 maj - 6 juni 2014, Cancun.

Bogh SB, Falstie-Jensen AM, Bartels P, Hollnagel E, Johnsen SP. Accreditation and improvement in process quality of care: a nationwide study. The International Society for quality in health care, 2014

Qvist P. Limited. Effect of Information Technology Support To Improve Handover From Hospital To Primary Health Care (Poster). ISQua's 31<sup>st</sup> International Conference, Rio de Janeiro, Brazil, October 2014

Nicolaisen A., Kristiansen N. S., Patienter med indvandrerbaggrund, Almen diagnostik 1, K1, Klinisk biomekanik, SDU, November 2014

Jensen MS, Rasmussen OW. Is a home based video telecommunication setup cost effective for lowering HbA1C for patients with type-2 diabetes over a six-month study period? ISPOR 17th Annual European Congress, Amsterdam November 2014.

Ros, A., Alm, H., Axelsson, B., Shamoun, S., Cook, R. I. & Hollnagel, E. (2014). A FRAM (Functional Resonance Analysis Method) analysis of labour-and-delivery: Locating risk in a complex system. Poster at International Forum on Quality and Safety in Health Care, 8-11 April 2014, Paris, France.

## Posters 2015

Clay-Williams R, Hounsgaard J, ICU – an insulated island? Two countries, one challenge. Poster. IHI International Forum, London April 2015

Lars Morsø, Peter Qvist. Challenges in the applicability of a clinical prognostic tool used across various care settings. (Poster). ISQua's 32<sup>nd</sup> International Conference, Doha, Qatar, from 3 – 7 October 2015

Raben C, What can healthcare learn from approaches developed to identify leading indicators in high-risk industries? - A critical interpretive synthesis of the literature, Poster presentation 32<sup>nd</sup> ISQua Conference in Doha, Qatar, 2015. The poster won 1. Prize as best poster at the conference 2015.

Falstie-Jensen AM, Larsson HJ, Hollnagel E, Johnsen SP. Is compliance with hospital accreditation associated with quality of in-hospital care? A Danish nationwide population-based study. ISQua, 32th International Conference, Doha, October 2015

- Falstie-Jensen AM, Larsson HJ, Hollnagel E, Johnsen SP. Is Accreditation Status Associated With Patient Mortality? A Nationwide Population-Based Study. The International Clinical Epidemiology Network (INCLEN). Aarhus, September 2015
- Falstie-Jensen AM, Larsson HJ, Nørgaard M, Hollnagel E, Johnsen SP. Is hospital compliance with accreditation standards associated with length of stay and acute readmission? A Danish nationwide population-based study. The International Clinical Epidemiology Network (INCLEN). Aarhus, september 2015
- Falstie-Jensen AM, Larsson HJ, Hollnagel E, Johnsen SP. Is Accreditation Status Associated With Patient Mortality? A Nationwide Population-Based Study. Phd-Day, Aarhus University, January 2015 - Vandt bedste poster præsentation
- Falstie-Jensen AM, Hollnagel E, Johnsen SP. Full compliance with hospital accreditation was associated with lower 30-day mortality. Kvalitetsdag 2014 i Region Syddanmark, Fredericia, november 2014
- Falstie-Jensen AM, Larsson HJ, Hollnagel E, Johnsen SP. Is compliance to hospital accreditation associated with a lower risk of acute readmission? - A nationwide population-based study. 3<sup>rd</sup> Nordic Conference on Research in Patient Safety and Quality in Health Care, Stavanger, October 2014
- Falstie-Jensen AM, Johnsen SP. Accreditation in the Danish Healthcare system – The Danish Healthcare Quality Programme. Phd-Day, Aarhus University, January 2014
- Rottmann, N., Hansen, D. G., Larsen, P. V., Nicolaisen, A., Flyger, H., Johansen, C. & Hagedoorn, M. Dyadic coping within couples dealing with breast cancer: A longitudinal, population-based study. *Health Psychology*. 34, 5, s. 486-95 10 s. 2015
- Rottmann, N., Gilså Hansen, D., Larsen, P. V., Nicolaisen, A., Flyger, H., Johansen, C. & Hagedoorn, M. Dyadic coping in couples dealing with breast cancer. A longitudinal study. Ca-PRI: 8<sup>th</sup> International Annual Conference, Århus 2015
- Nicolaisen, A. & Qvist, P. Implementation and quality monitoring of e-communication across health care sectors, Nordic Congress of General Practice, Gothenburg June 2015
- Nicolaisen, A. & Qvist, P. Implementing and evaluating e-communication to improve between hospitals and local communities. International Conference on Integrated Care, Edinburgh May 2015
- Plessen von C, Anhøj J, Lundgren B, Reducing hospital-acquired infections in the Capital Region of Denmark: Organising and automating data collection and analysis. International Forum on Quality and Safety in Health Care, London April 2015
- Ulriksen I, Nielsen L, Plessen von C, Building capacity and capability at the front line of care – North Zealand Hospital's Leadership Program. International Forum on Quality and Safety in Health Care, London April 2015
- Thygesen, M. K., Nicolaisen, A. & Mogensen, O. Video-, Audio-, and Computer-Mediated Education of Patients and Relatives in Gynecologic Cancer Care: A Systematic Review I: *Cancer Nursing* 2015. Only available online.
- Inge Pedersen; Kristina Ormstrup Johansen. Using tracers to evaluate implementation of an improvement strategy. IHI Annual Conference, Orlando 2015.
- Bülow von L., Blom A. (2015). New Approaches to patient feedback. Appreciative Inquiry and Persona. International Forum on Quality and Safety in Healthcare, London April 2015.