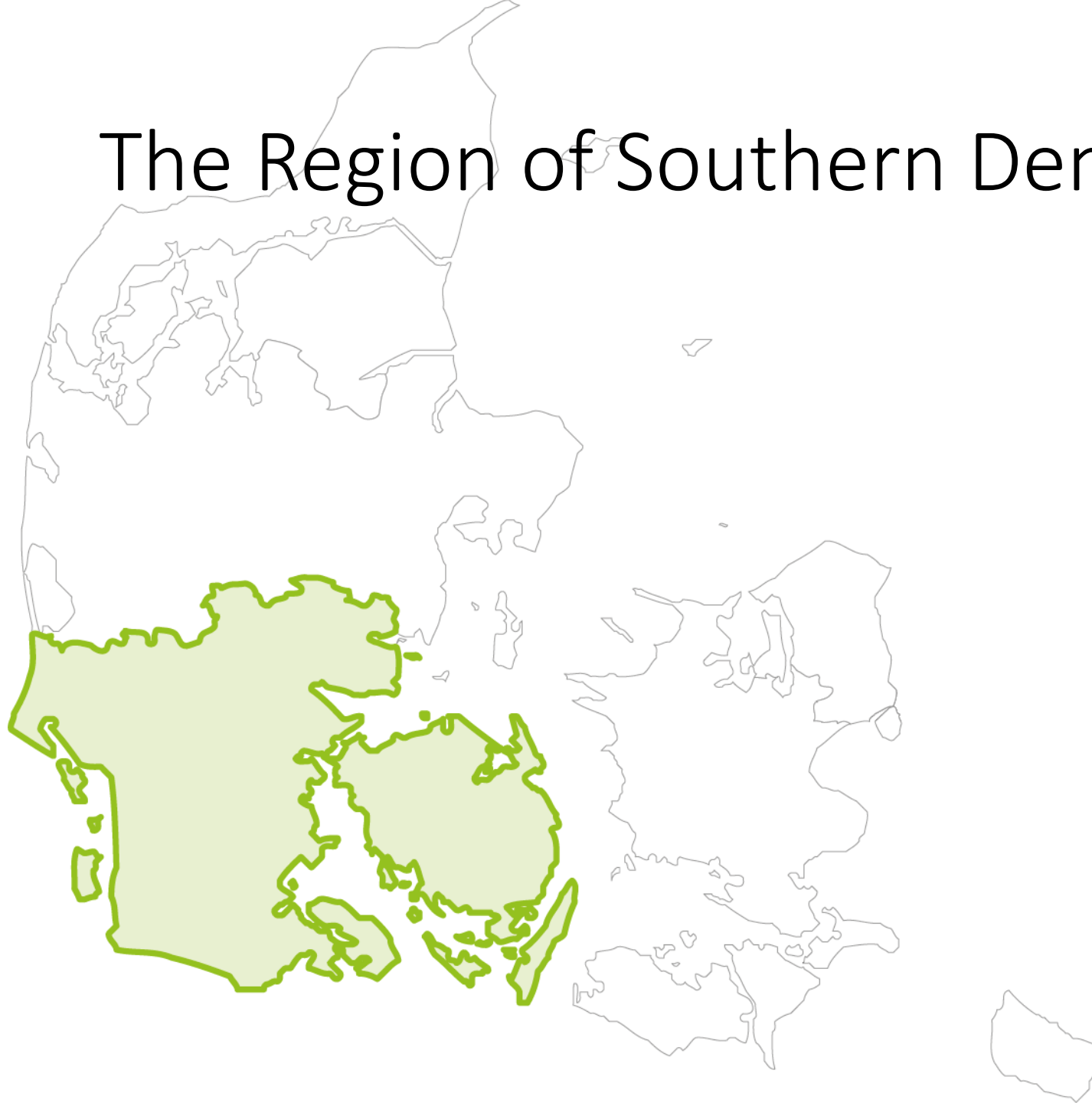


Systematic training program in the use of FRAM

Mikkel Ussing & Bettina Thude

Centre for Quality
Region of Southern Denmark

The Region of Southern Denmark



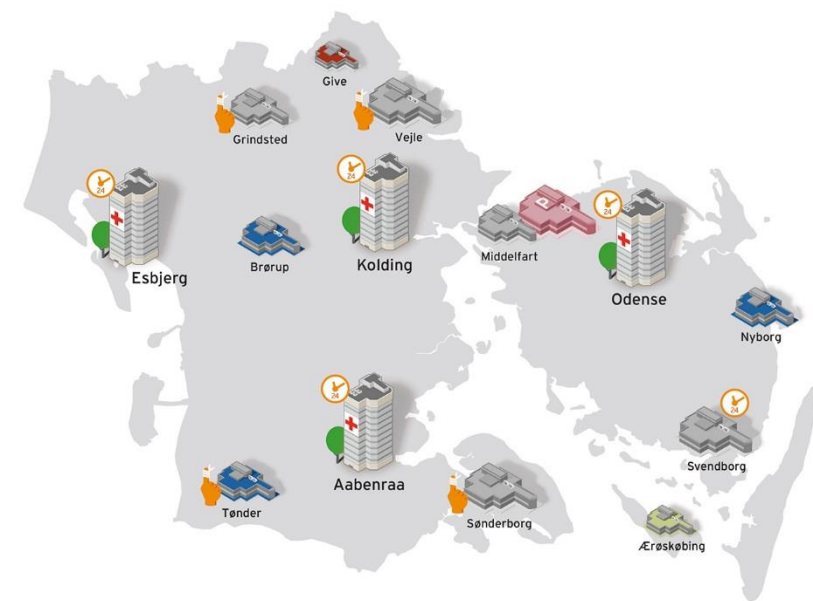
Area: 12,256 km²

Population: 1.2 million

Population density: 98 residents per km²

Citizens entitled to vote: 942,000

Annual budget: DKK 25.5 billion



The training program

4 days – including one evening work shop

App. 200 has been educated

Primarily from Health Care but also
participants from Municipalities, Aviation,
Maritime Industry ...



The training program contains

Safety-I and Safety-II

WAI / WAD

Complex socio technical systems

ETTO

Functional Resonance

FRAM

Visualizer

Variability

Instantiations

Resilience

Interview technique

Coaching in their own projects

Do the participants use FRAM?

We spoke to 12 randomly chosen participants

Do you use FRAM – Why / Why not ?

Everybody answered they were using the Safety-II approach

They gained awareness of the complexity in systems

Many does not use FRAM in everyday work

Hvorfor fantastisk

↳ Svært/Udfordringer / Ikke førstegang

Visuelt

Struktur på interviews

tid ressourcer

Rutine/erfaring

Ulykker - normer

Usikkerhed

Alene om viden i org.

Planlagt metode
Løbende

Bruger tilgang i andre analyseværktøjer (ver)

Alle bruger Safety I/II

Why do most not use FRAM?

Time

“To make a FRAM model takes time”

“You need to interview people instead of just looking in to the journals”

“It is difficult to get in touch with busy staff”

“Can not find the time for doing a FRAM – but would love to!”

Need for like-minded colleagues

“It is difficult to change a habit when you are the only one who has the new knowledge”

“It would have been nice to have someone to spare with or work together with”

“I feel insecure on starting up a FRAM on my own”

Accept from leaders and CEOs

“The leaders and CEOs only know about Root Cause Analysis so that is what they request”

“Leaders want to know what happened and what went wrong”

The Visualizer

“The visualizer is difficult to handle – you need a lot of practice”

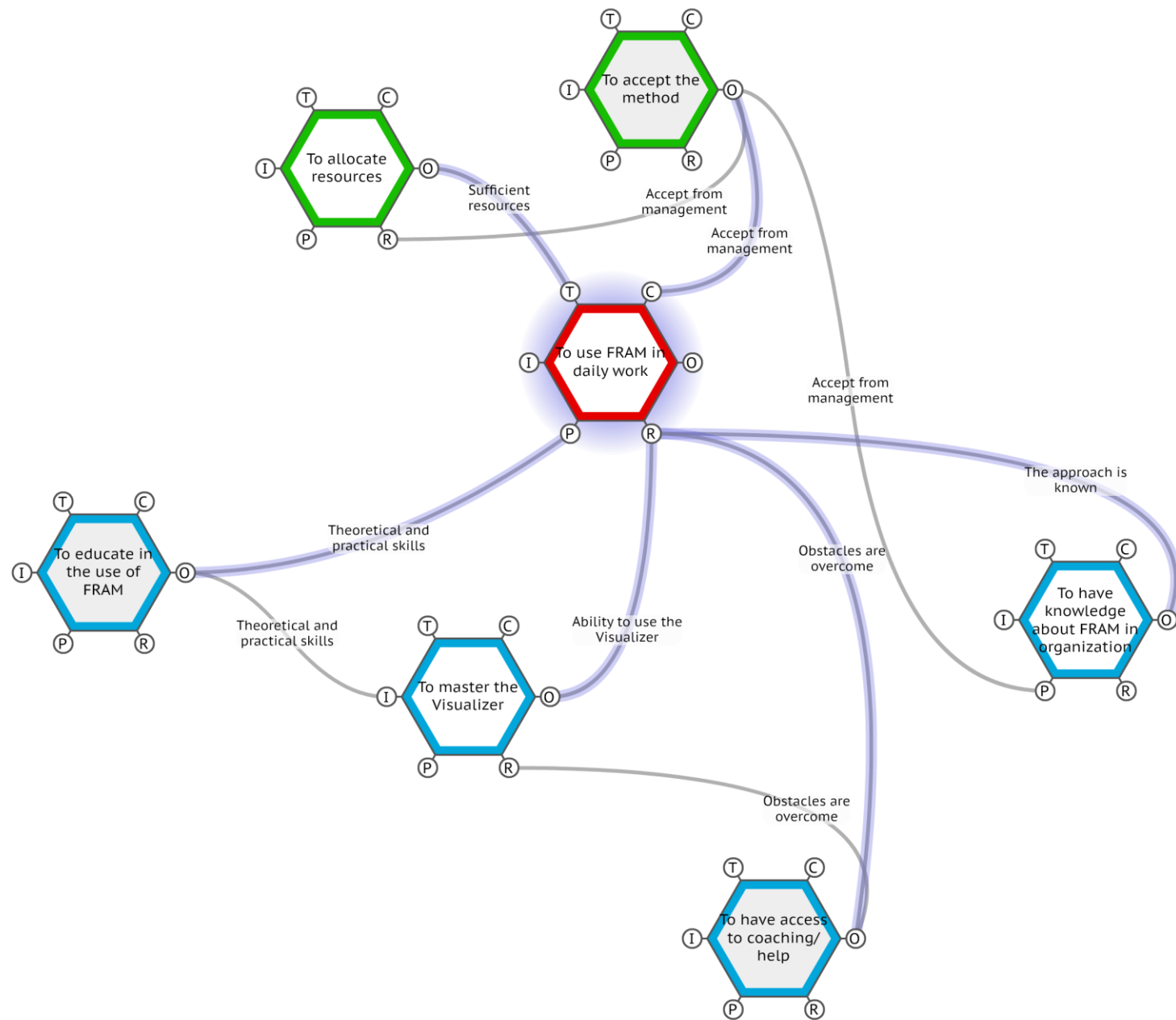
“If you want to use the visualizer you must have an expert in your organization – and we do not have that”

Incidents

“When you have an accident at a hospital the relatives and involved staff has a right to know what happened in that exact situation”

“FRAM is better for analyses of general routines than for analyses of incidents”

“They want a quick answer when something happens”



What have we done?

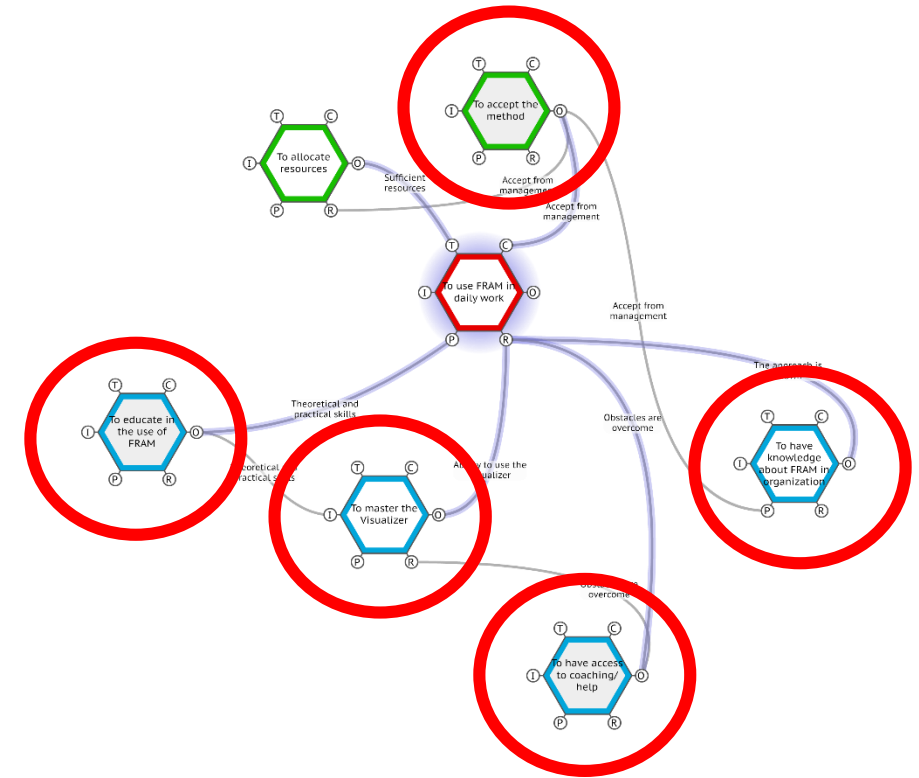
Participants can seek guidance and advice at Centre for Quality

Developing short presentations for leaders and staff groups

Writing research papers on FRAM

Offer training on the Visualizer and offline tools

Offer further training programs



“The FRAM training program has been very rewarding and has changed my way of thinking – well even my aproach to life...”

From interview with Physician

Thank you

mikkel.ussing@rsyd.dk

bettina.ravnborg.thude@rsyd.dk

www.centerforkvalitet.dk