

International HRO Conference | March 28-30, 2014

Friday, March 28

Special Session: How Organizations Respond to Ambiguous Information

To be published in the *Journal of Contingencies and Crisis Management*

- 8-8:15 am** **Welcome**
Michael Williams, DO, MD, President, UNT Health Science Center
- 8:15-8:30 am** **The Journal of Contingencies and Crisis Management**
Ira Helsloot, Editor, The Journal of Contingencies and Crisis Management
- 8:30-9 am** **Performance and Function in ambiguity: Civilian perspective**
Daved van Stralen, MD, Assistant Professor, Loma Linda University School of Medicine; Medical Director, Riverside (CA) EMS Agency
- 9-9:30 am** **Performance and Function in ambiguity: Military perspective**
Thomas A. Mercer, RAdm, US Navy (retired)
- 9:30-10 am** **Corporate function in ambiguity**
Warren Watkins
- 10 am- 5:45 pm** **The Academic's Report**
John Carroll, PhD, Morris A. Adelman Professor of Management, Professor of Organization Studies and Engineering Systems, MIT Sloan School of Management

Todd Conklin, PhD, Senior Advisor Los Alamos National Laboratory, Human and Organization Performance

Rhona Flin, PhD, Chair, Applied Psychology, School of Psychology, University of Aberdeen

Najm Meshkati, PhD, Professor of Civil/Environmental Engineering and Industrial and Systems Engineering, Viterbi School of Engineering, University of Southern California

Kathleen Sutcliffe, PhD, Gilbert and Ruth Whitaker Professor of Business Administration and Professor of Management and Organizations, Ross School of Business, University of Michigan

Warren Watkins, PhD, Professor of Management and Director, College of Business International Programs, University of North Texas

Karl Weick, PhD, Rensis Likert Distinguished University Professor Emeritus of Organizational Behavior and Psychology, University of Michigan

David Woods, PhD, Professor, Institute for Ergonomics, Ohio State University

Saturday, March 29

- 8-8:10 am** **Introduction**
Daved Van Stralen, MD
- 8:10-8:30 am** **Welcome**
Michael Williams, DO, MD, President, UNT Health Science Center
- 8:20-9:15 am** **High Reliability: The Role of the Patient, Family, Public, and Community**
James Conway, HSPH
- 9:15-9:30 am** **Break**
- 9:30 am- 12:15 pm** **Workshop A**
Change Strategies
Bert Slagmolen, Robert Taen
- Introduction to HRO**
Todd Conklin
- The Joint Commission: Moving Healthcare to High Reliability**
Chuck Mowll; Coleen A. Smith; Erin Dupree; Anne-Claire France
- Mining and Manufacturing**
Francois Smith
- 9:30-10:45 am** **Abstract Session**
TBD
- Panel 1-1 Business Case Beyond Safety: HRO as a Value Proposition**
Moderator: James Holbrook, EdD; Elizabeth Lay; Bruce Becker, MD
- HRO Case Studies – What Worked, What Did Not**
Moderator: Loren Groff; Dwayne Thomas, AS; Ioana Popescu
- Panel 1-2 Resistance Diplomacy: When HRO is Counterintuitive**
Moderator: Najmedin Meshkati, PhD; Roger Bush, MD; Charles Cowley
- HRO Diagnostics: A Role for the Regulatory and Accrediting Agency?**
Moderator: Bruce Barton; Chuck Mowll; Mark Griffon; Stephanie Morrow; Douglas Minema
- Panel 1-3 Simulation Sharing Mental Models: The Path to Collective Sense Making**
Moderator: Richard S. Hartley, PhD, PE; Marc A. Flitter, MD; Bert van Dalen, McM; Amanda Baty

Saturday, March 29 (continued)

10:45-11 am **Break**

11 am-12:15 pm **Abstract Session**

TBD

Panel 2-1 Business Case **Mechanical Steps to Implement HRO**

Moderator: Bruce Barton; Alan Frankfurt, MD; Racquel Calderon

Measuring HRO Success – What are the Critical Measures?

Moderator: Warren Watson, PhD; Matt Boyne, Randy E. Cadieux, Michael S. Hein, MD

Panel 2-2 Resistance **High Reliability Leadership**

Moderator: Thomas Mercer; Laura Fruhen; Michael Hicks, MD

Panel 2-3 Simulation **Simulations: Interactive HRO Learning**

Moderator: James Holbrook, SBCCD; Michaela Kolbe, PhD; Dan Kleinman; Amanda Baty

12:15 – 1:15 pm **Lunch**

1:15-4 pm **Workshop B**
Advanced HRO

Daved van Stralen, MD

Simulation Training in Healthcare

Alan Frankfurt, MD; Michaela Kolbe, PhD; Amanda Baty; Michael Hicks, MD

Chemical Process Safety

Bill Hoyle; Mark Griffon; Randy Sawyer; George Pohle

Introduction to HRO

Elvira Porrini; Bert van Dalen

1:15-2:30 pm **Abstract Session**

TBD

Panel 3-1 Business Case **HRO in a Sea of Concepts**

Moderator: John Carroll, PhD; Elizabeth Lay; Yalda Khashe; Michael Hicks, MD

The USS Carl Vinson: What was missed?

Moderator: Ralph T. Soule, MSEE; Thomas Mercer; Randy Cadieux

Saturday, March 29 (continued)

Panel 3-2 Resistance **The Legal Case for HRO**

Patricia Sokol, JD; Randy McGuffee, JD

Panel 3-3 Simulation **Do You See What I See? Sense Making as Communication.**

Moderator: Dan Kleinman; Laura Fruhen, PhD; Roger W. Bush, MD

Work as Performed: Integrating HRO as Strategy

Moderator: Bruce Spurlock, MD; Marc Otten; Ioana Popescu

2:30-2:45 pm **Break**

2:45-4 pm **Abstract Session**

TBD

Panel 4-1 Business Case **Rapid Change and the Unexpected: Incident Command Processes and Structures**

Moderator: Paul Hannemann; David A. Christenson; Ioana Popescu

HRO lost: Ongoing Monitoring to ensure High Reliability

Moderator: Dan Kleinman; Bruce Barton; Marc A. Flitter; Laura Fruhen, PhD

Panel 4-2 Resistance **Ethics of HRO**

Moderator: Randy E Cadieux; Patricia Sokol, JD; Marquelle Klooster

Sources of Resistance

Moderator: Roger W. Bush; Bruce Vaughen; Bill Rigot

Panel 4-3 Simulation **Work-as-planned vs. Work-as-Performed**

Moderator: Matt Boyne; Bruce Vaughen; David A Christenson

4:10-5 pm **Plenary**

Rhona Flin, PhD

Sunday, March 30

- 8-8:10 am** **Introduction**
Daved van Stralen, MD
- 8:10-9:20 am** **Plenary**
Chris Hart, NTSB
- 9:20-9:35 am** **Break**
- 9:35 am-12:20 pm** **Workshop C**
HRO Leadership
Paul Hannemann; Dan Kleinman
- Nuclear Power**
Ralph T. Soule, MSEE; Bill Rigot, CDR; Tony Muschara
- Implementation**
Richard S. Hartley, PhD, PE
- K-12 Education**
Dale Mardsen; Jim Eck; Samuel Stringfield
- Senior Management and HRO in Petroleum and Other Industries**
Laura Fruhen, PhD
- 9:35-10:50 am** **Abstract Session**
TBD
- Panel 5-1 Business Case** **Top-to-bottom or Bottom-to-top: Middle Management Matters Most**
Moderator: Marc A. Flitter; Matt Boyne; Raquel Calderon; Katie O'Regan
- HRO with the Patient: Interactive Collaboration**
Moderator: Bruce Spurlock, MD; James Conway; Ioana Popescu; James Arden
- Panel 5-2 Resistance** **The Self-organizing HRO: Is High Reliability Natural?**
Daved van Stralen, MD; Randy E. Cadieux
- Panel 5-3 Simulation** **Business Case Reports: The Success of HRO**
Moderator: Janice N Tolk, PhD, PE; Marc Otten; Raquel Caldero; Francois Smith
- 10:50-11:05 am** **Break**

Sunday, March 30 (continued)

11:05 am-12:20 pm Abstract Session

TBD

Panel 6-1 Business Case HRO and State Diplomacy

Najmedin Meshkati, PhD

Panel 6-2 Resistance Resistance and Solutions to Organizational Change

Moderator: Bert Slagmolen; Beth Bartlett; Elvira Porrini; Kelly Long

Panel 6-3 Simulation The Dow Chemical Experience

Otto Parets; Robert Holthouser; Michael Turik

12:20-1:20 pm Lunch

1:20-2:20 pm Keynote Address (TOPIC TBD)

Karl Weick, PhD