

RESILIENT HEALTHCARE: A THEORETICAL AND PRACTICAL PERSPECTIVE OF THE STATE- OF-THE-ART

Tarcisio Abreu Saurin

Federal University of Rio Grande do Sul (UFRGS), Brazil

Abstract

The presentation will address resilience engineering applied to healthcare systems (i.e. resilient healthcare, RHC) from two perspectives. From a theoretical perspective, an overview of the main assumptions and methods will be delivered, emphasizing the implications of framing healthcare as a highly complex socio-technical system. From a practical perspective, five guidelines for supporting the intrinsic resilience of healthcare systems will be introduced, and practical examples of applying the guidelines will be shown. Some current trends in the management of healthcare systems will also be discussed and the potential contribution of RHC for coping with them will be highlighted.