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**Program FRAM training**

**Date: March 30th & 31st 2020**

**Location: to be announced**

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| Time | Program March 30th |
| 08.30 – 09.00 hr. | Welcome |
| 09.00 – 09.30 hr. | **Introduction pilot & training**  *Brief introduction to the pilot* |
| 09.30 – 10.45 hr. | **Changing the approach**  *Insight in the differences in approach between the traditional view of safety called Safety I an the view on safety based on resilience engineering called Safety II* |
| 10.45 – 11.00 hr. | Break |
| 11.00 – 12.30 hr. | **The ETTO principle**  *The ETTO principle refers to the fact that people (and organisations) as part of their activities frequently have to make a trade-off between the resources) they spend on preparing to do something and the resources (primarily time and effort) they spend on doing it.* |
| 12.30 – 13.15 hr. | Lunch |
| 13.15 – 14.30 hr. | **Work-as-imagined versus Work-as-done**  *We talk about the differences between WAI and WAD. How the blunt end believes work happens or should happen and what the people have to do to get the job done in the actual situation* |
| 14.30 – 14.45 hr. | Break |
| 14.45 – 15.30 hr. | **The method FRAM**  *Introduction to the Functional Resonance Analysis Method or FRAM. It provides a way to describe outcomes using the idea of resonance arising from the variability of everyday performance.* |
| 15.30 – 16.15 hr. | **Experiences from a Dutch FRAM project**  *Anne te Lindert en Rozemarijn van Erp, advisors quality & safety at Medisch Spectrum Twente participated in the pilot FRAM, putting safety-II into practice. They will share their experiences with Safety-II and FRAM and their efforts to spread the principles of Safety-II in their hospital.* |
| 16.15 – 16.30 hr. | **Wrap up for the day** |

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| Time | Program March 31st |
| 08.30 – 09.00 hr. | **Welcome** |
| 09.00 – 10.00 hr. | ***FRAM and the pilot***  *Lessons learned & tips from Jeanette Hounsgaard based on the implementation of FRAM in the hospitals of Southern Denmark. Discuss the next steps for the pilot.* |
| 10.00 – 11.00 hr. | **Working with the FMV Visualizer**  *Tips & tricks how to get the most out of working with the FRAM Model Visualizer* |
| 11.00 – 11.15 hr. | Break |
| 11.15 – 12.30 hr. | **FRAM, let’s put it into practice**  *We put the theory into practice and build our first FRAM* |
| 12.30 – 13.15 hr. | Lunch |
| 13.15 – 14.30 hr. | **FRAM, let’s put it into practice**  *We put the theory into practice and build our first FRAM* |
| 14.30 – 14.45 hr. | Break |
| 14.45 – 15.30 hr. | **Insights after building a FRAM**  *What do you see in the FRAM model and how do you make the variability visible* |
| 15.30 – 16.15 hr. | **Time for remaining questions**  *Time to get remaining questions answered, problems addressed and solved* |
| 16.15 – 16.30 hr. | **Wrap up** |