



INTERNATIONAL DIPLOMA COURSE IN

RESILIENT HEALTH CARE MANAGEMENT

BE AT THE FOREFRONT OF MANAGING
CHANGE!

Residential & Online Learning from
March to December 2020

Register by 15th December 2019 -
ju.se/rhcm

“Health is more than the absence of disease - Safety is more than
the absence of risk”



JÖNKÖPING UNIVERSITY
School of Health and Welfare



International Society for Quality in Health Care



MACQUARIE
University
SYDNEY · AUSTRALIA



BE AT THE FOREFRONT OF MANAGING CHANGE!

Enrol in the **International Diploma Course in Resilient Health Care Management**. The purpose of this course is to teach how Resilient Health Care can be applied to the management of health care systems as support to Resilient Health Care in practical clinical work.

The course is provided by the **School of Health and Welfare at Jönköping University** in Sweden in collaboration with the **International Society for Quality in Healthcare (ISQua)** and supported by the **Australian Institute of Health Innovation at Macquarie University**, Sydney, Australia. The **lead faculty** are **Jeffrey Braithwaite, Erik Hollnagel, and Axel Ros**.

The course is blended multimodal learning with residential sessions, webinars and self-directed and reflective learning. The teaching is conducted through English.

Professionals in health care with managerial responsibilities, either corporate or clinical, are invited to enrol. This includes department and clinical team leads, risk managers, medical directors, quality managers, organizational developers, patient advocates, etc.



LEAD FACULTY

- **Erik Hollnagel** Senior Professor Patient Safety, Jönköping University / School of Health and Welfare and Visiting Professorial Fellow at Macquarie University
- **Axel Ros** Chief Medical Officer in Region Jönköping County, Sweden and lecturer at Jönköping University / School of Health and Welfare
- **Jeffrey Braithwaite** Professor of Health Systems Research, Australian Institute of Health Innovation, Macquarie University.

COURSE TOPICS (LIST NOT EXCLUSIVE)

- Evolution of theories of safety from linear to non-linear models and analyses
- Theories of Safety-I – Safety-II and Resilient health care
- Distinction between work as planned and work as done
- Introduction and application of systems thinking
- Developing and delivering organizational change
- Management of complex adaptive systems in different contexts
- Measuring and developing the potentials for resilient performance



COURSE FACULTY

- **Rollin J “Terry” Fairbanks**, MD MS. Vice President, Quality & Safety, MedStar Health; Professor of Emergency Medicine, Georgetown University; Founding Director, National Center for Human Factors in Healthcare.
- **Paul Batalden**, MD. Senior Fellow, Institute for Healthcare Improvement (IHI), is Professor Emeritus of Pediatrics, Community and Family Medicine and The Dartmouth Institute for Health Policy and Clinical Practice at Dartmouth Medical School.
- **Boel Andersson Gäre**, MD, Professor, Jönköping Academy
- **Charles Vincent**, Professor of Psychology, University of Oxford.
- **Garth S. Hunte**, Department of Emergency Medicine, Faculty of Medicine, University of British Columbia, Canada
- **Rob Robson**, Healthcare System Safety and Accountability (HSSA), Institute for Healthcare Communication, Ottawa, Canada
- **Robyn Clay-Williams**, Australian Institute of Health Innovation, Faculty of Medicine and Health Sciences, Macquarie University, Sydney, Australia
- **Tarcisio Saurin**, Professor, Industrial Engineering Department, Federal University of Rio Grande do Sul (UFRGS), Porto Alegre, Brazil



PROGRAM DESIGN

The course is blended multimodal learning with residential sessions, webinars and self-directed and reflective learning.

Module 1: 9 - 13 March 2020 (5 days)

Residential Session in Dublin, Ireland

Modules 2-5: March – September 2020

Distance learning with online web lectures and seminars, peer to peer learning and course work.

All modules require the study of selected relevant literature

Module 6: 21 - 25 September 2020 (5 days)

Residential Session in Jönköping, Sweden

Please note that booking and payment of the travel and accommodation to Dublin and Jönköping is the responsibility of the student.



COURSE FEE

The course is run as **commissioned education**, meaning it is intended for employers who wish to send their employees for further education. As a commissioned education the application process is managed by Jönköping University.

The cost for the course is €10,900 Euro (including entry into ISQua's Fellowship Programme). Costs for literature, travel and hotels are not included. If starting in Cape Town, the ISQua Conference fee is not included.

If you are self-funding, the application will be managed by ISQua and an additional €100 Euro administration fee will apply.

Successful completion of the course will earn 30 ECTS credits. Students who successfully complete the course and the thesis can apply for a course certificate.

Students will also be registered on **ISQua's Fellowship Programme** at sign-up. Upon attainment of the ISQua Fellowship, Fellows have the option to continue learning by renewing their Fellowship annually.

Find out more about the Fellowship here - www.isqua.org/education/fellowship-programme.html

RESILIENT HEALTH CARE MANAGEMENT

More information is available at ju.se/rhcm.

If you have any questions, please contact:

Axel Ros, axel.ros@ju.se



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