

Development and evaluation of the Resilience Analysis Grid (RAG) in Dutch hospitals

Caroline Schlinkert, Lilian van Tuyl, Sharon van Stralen, Lisa Jansen, Miriam Kroeze, Patricia Wimmer, Cordula Wagner

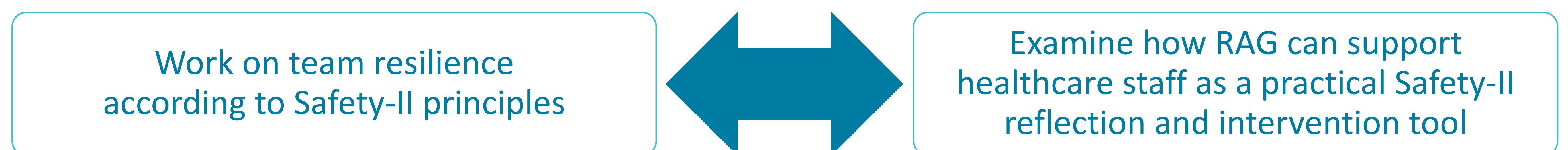
The Resilience Analysis Grid (RAG) is a Safety-II measuring instrument and intervention tool. RAG offers healthcare professionals to reflect on their daily work. Reflections are based on the four RAG capacities Responding, Monitoring, Learning and Anticipating, see Figure

What is RAG?

Background



Aim



Method: Participatory action research

Healthcare professionals are involved in all stages of the research

RAG evaluation through mixed method approach:

- Interviews with healthcare professionals
- Observations during RAG workshop
- Questionnaires with healthcare professionals
- Focus groups with research team

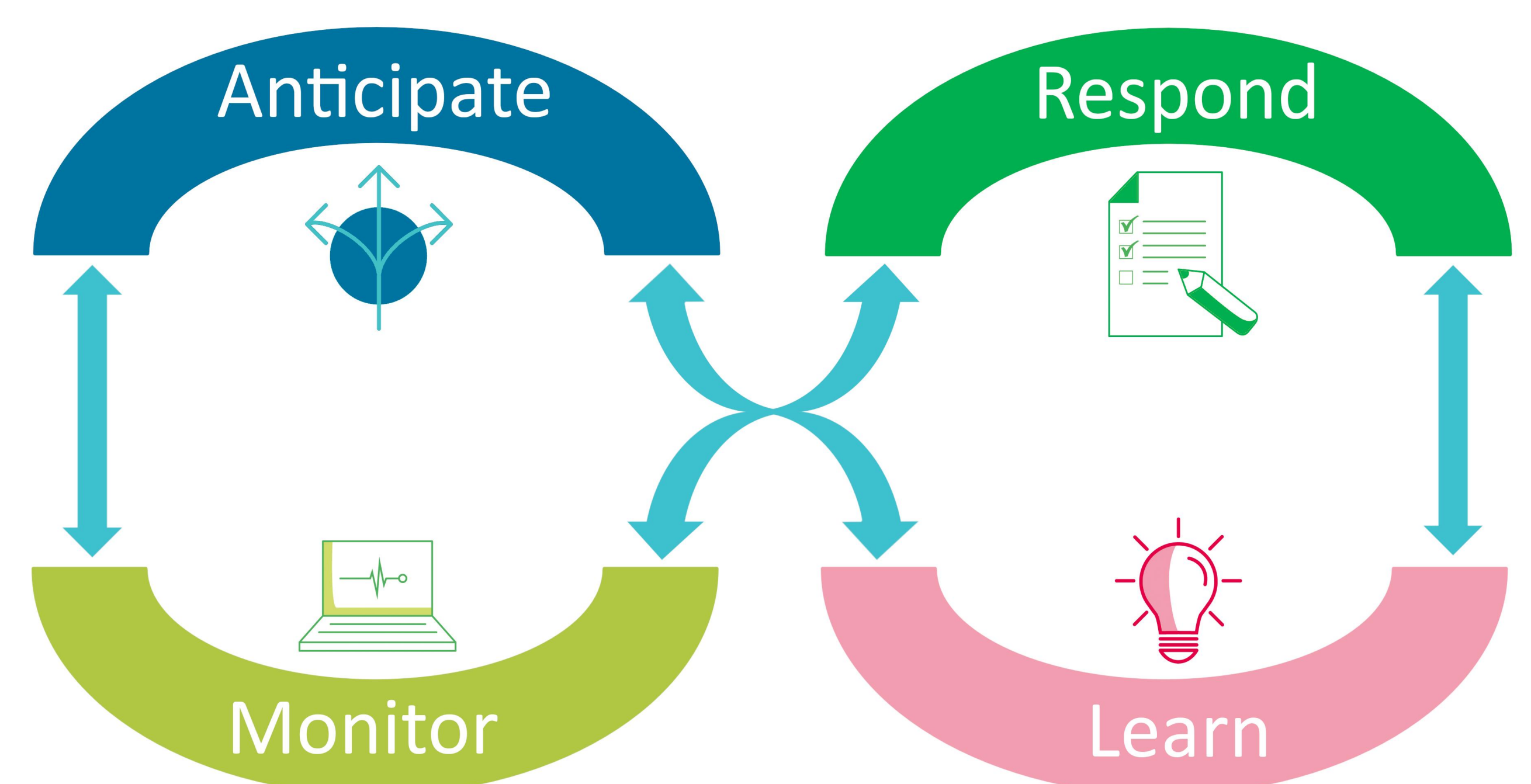
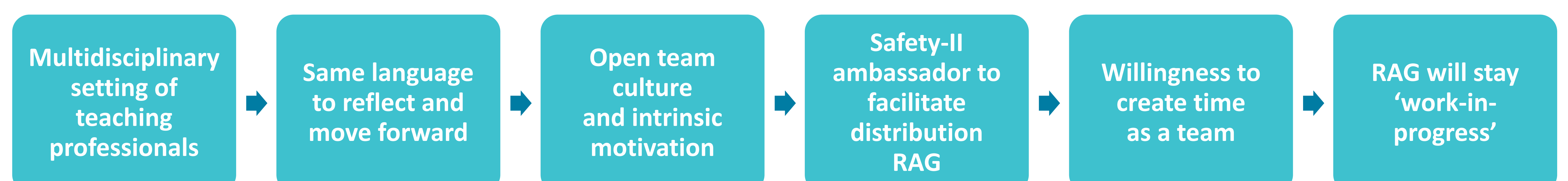


Fig. The Resilience Analysis Grid

Results: Key components for RAG implementation



Conclusion

- ✓ RAG provides value for hospital teams through:
 - Identifying possible improvements in care system
 - Teaching Safety-II principles in a hands-on manner
- ✓ A first version of RAG for Dutch hospitals
 - Implementation plan still needs further development.