

## RHCS Webinar Series

### Organisational factors in resilient healthcare systems

Tuesday 28<sup>th</sup> November

#### Speakers:

**Professor Holger Pfaff** - Director of the Institute for Medical Sociology, Health Services Research and Rehabilitation Science (IMVR) as well as the Director of the Centre for Health Services Research Cologne (ZVFK), Germany.

**Dr Colleen Cheek** – Centre for Healthcare Resilience and Implementation Science, Australian Institute of Health Innovation, Australia.

**Abstract:** Research on patient safety underscores the role of organizational factors in facilitating or impeding improvement. To discern the factors affecting patient safety, including specific, semi-specific, and unspecific elements, a focus on unspecific factors is crucial.

Colleen and Holger will guide us on a discussion about the role of organizational factors in resilient performance and better health care quality management.

There will be time for discussion and questions after the conversation.

#### Speaker Biographies:

**Prof. Holger Pfaff** is the Director of the Institute for Medical Sociology, Health Services Research and Rehabilitation Science (IMVR) as well as the Director of the Centre for Health Services Research Cologne (ZVFK). He is also the Chairman of the Board of experts of the German Innovation Fund (Appointed by the German Federal Minister of Health); and a spokesman of the association of professors teaching health services research at German universities and universities of applied sciences. Dr Pfaff is also an elected member of the Review Board of the German Research Foundation (DFG) for the subject area Public Health, Health Services Research, Social Medicine, and a member of the task force for palliative care of the Leopoldina National Academy of Science.

**Dr Colleen Cheek** is a researcher at Macquarie University's Centre for Healthcare Resilience and Implementation Science, Australia. With over 20 years of professional experience in healthcare, her interdisciplinary expertise spans medical and nursing education, health system development, workforce, information systems, and project management. Dr. Cheek employs diverse research methods to tackle complex issues, emphasizing practical solutions. Her academic background in biological sciences, information systems, and healthcare, combined with her hands-on experience as a clinician and healthcare services director in various settings, equips her with a unique blend of skills to identify innovative, sustainable solutions that benefit clinicians, empower consumers, and enhance healthcare systems.



**Time Difference:**

Sydney time: 5:00 pm Tuesday 28<sup>th</sup> November

Tokyo time 3:00 pm Tuesday 28<sup>th</sup> November

NZ time – 7:00 pm Tuesday 28<sup>th</sup> November

Norway time 7:00 am Tuesday 28<sup>th</sup> November

UK time 6:00 am Tuesday 28<sup>th</sup> November

Netherlands time - 7:00 am Tuesday 28<sup>th</sup> November

Brazil time – 3:00 am Tuesday 28<sup>th</sup> November

Vancouver time– 10:00 pm Monday 27<sup>th</sup> November

Florida time– 1:00am Tuesday 28<sup>th</sup> November