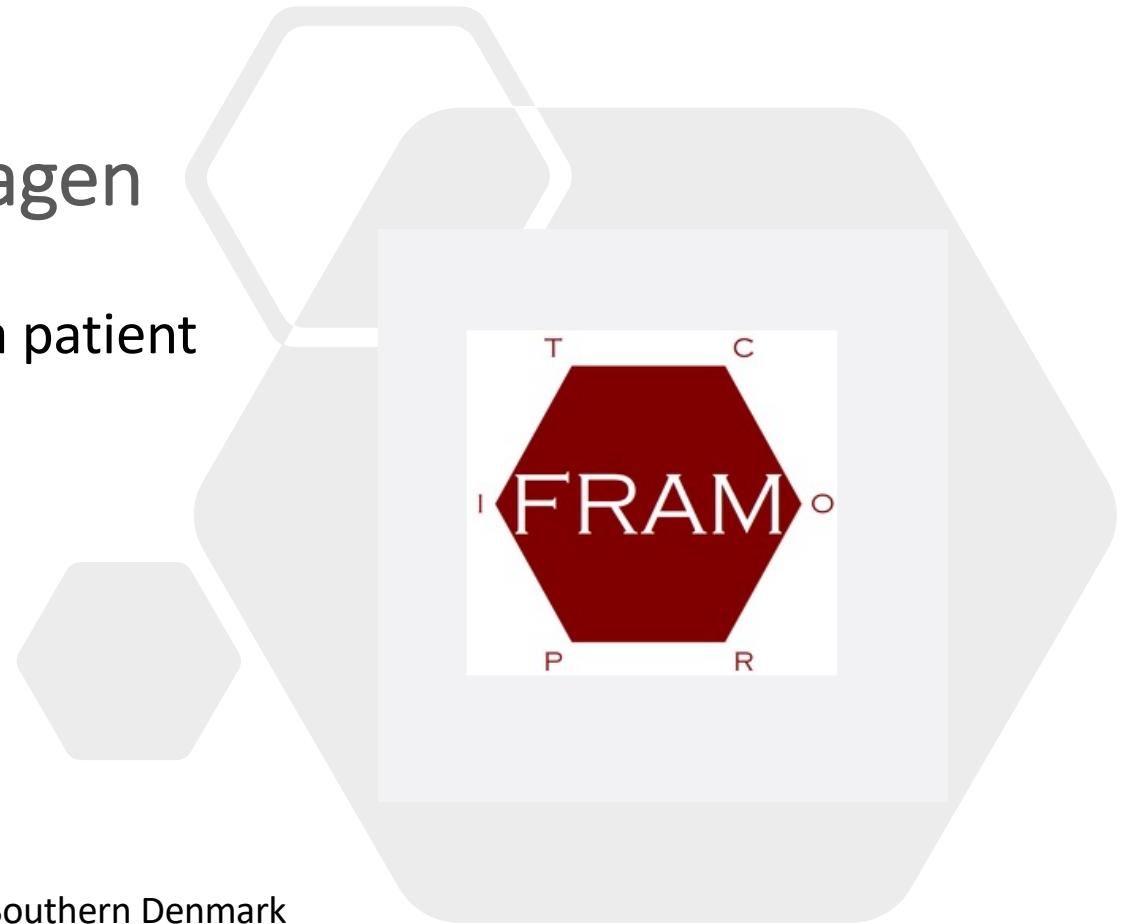


FRAMily 2023 Copenhagen

FRAM from the perspective of a patient



Bettina Ravnborg Thude, University Hospital of Southern Denmark

Jeanette Hounsgaard, Region of Southern Denmark

Jeanette Hounsgaard

Background:

B.Sc. in Mechanical Engineering (1981)
Master in Public Quality and Risk Management (2016)

Working Experience:

More than 40 years with Quality and Risk Management, focusing on the change of systems to improve Quality and Safety

High Risk domains: Off-shore, Natural Gas Distributions, Chemical Industry and Health Care

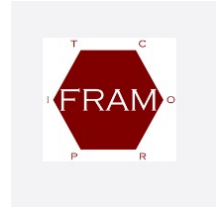
Bettina Thude

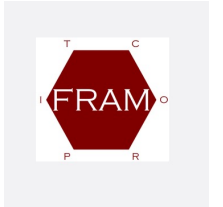
Background:

Master in Public Administration (2002)
Ph.D. in Leadership at Danish Hospitals (2018)

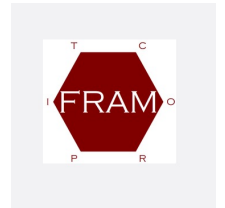
Working Experience:

20 years with developing Danish healthcare at hospital, regional and governmental levels





What did I capture.....



Everything looks linear

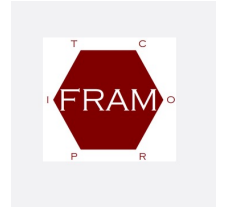
Everything is controlled by time



Variability in time

They tell me, that I am in the Centre.
But am I?
How would I know?

What didn't I capture...



It doesn't
look complex
to me

No understanding
of how the system
really works

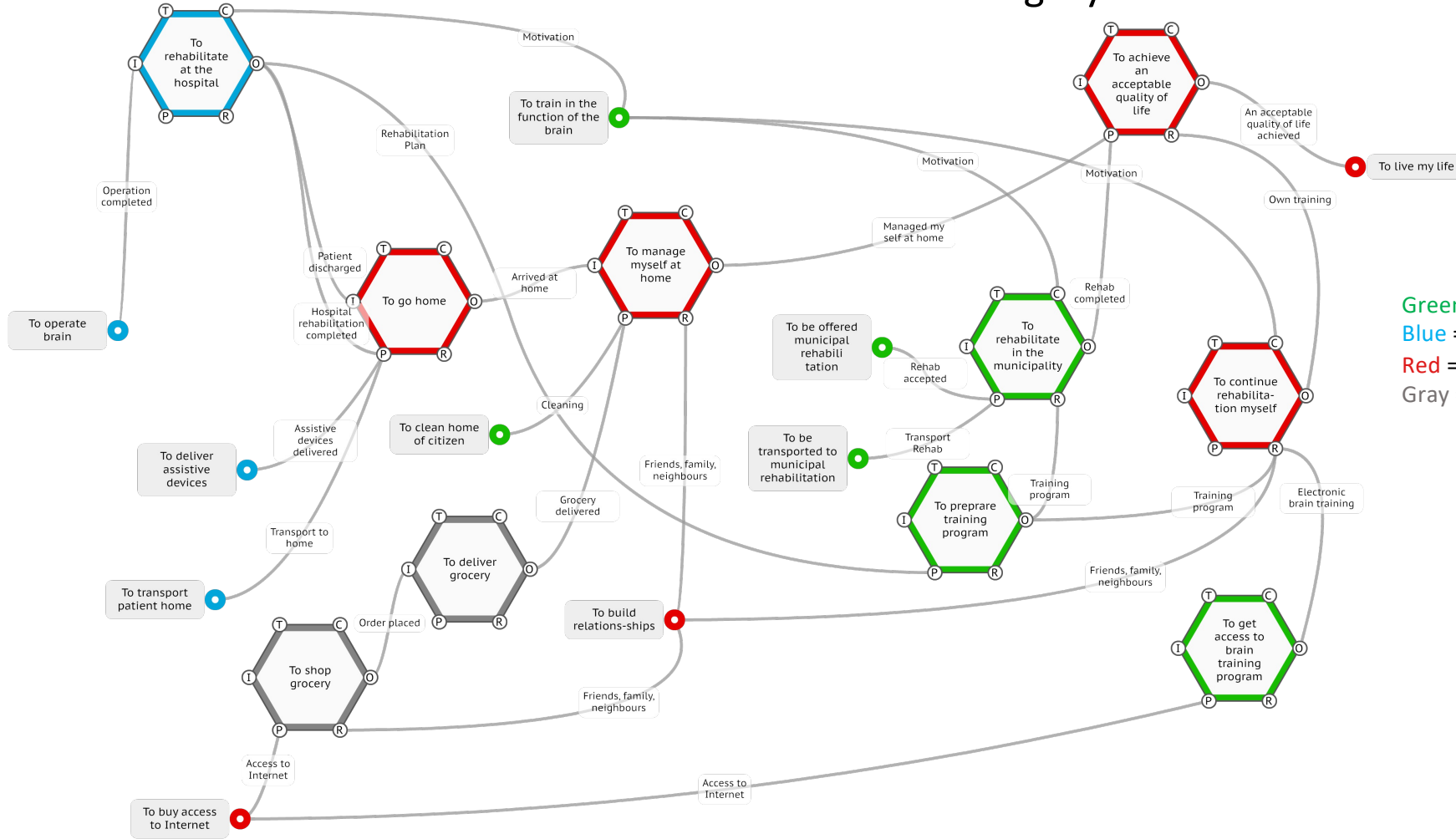
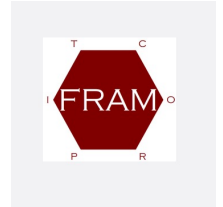
No insight in
the 'hidden'
functions

...no insight in the
couplings and
dependencies



FRAM
interviews
are essential

Rehabilitation after a Brain Surgery

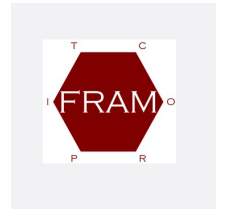


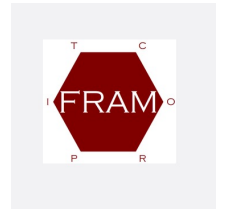
Take aways.....

FRAM identifies the essential functions and conditions for an acceptable result.
Acceptable from which point of view?

Complexity can not be captured only by observations

FRAM can be used to turn the **perspective** from the system of the organisation to the customer





Thank you for listening