

From: HSSA/MC (2) [<mailto:rrobson@hssa.ca>]

Sent: November-18-16 11:58 AM

To: Hewitt, Tanya (CNSC/CCSN)

Subject: Re: Human Performance Discussion paper is available for public comment

Hi Tanya,

I have had a quick read of the discussion paper. While it makes sense I think it could be improved by injecting some discussion of the Safety-II perspective that has been developed within the Resilient Health Care Network - in other words, the conditions that lead to errors are the same conditions that permit successful performance by frontline operators who are coping with limited resources, time, controls, and pre-conditions. So.... let's spend time studying when and how "things go right" virtually always.

Seems a bit simplistic, I know, but it works. You can find a lot more detail on the RHCN site and in Erik Hollnagel's writings on the topic.

How are things for you - you must be settling into your new situation and enjoying the respect and responsibilities that come with it.

Congratulations!

Rob

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