

# **Feedback**

**...as a principle of system behaviour: about helicopters,  
metabolism, and healthcare workers**

Prof Hugo Sax, MD - University Hospital Zurich, Switzerland - hugo.sax@usz.ch

Hosted by Dr. Lauren Clack, University Hospital Zurich **humanlab**®

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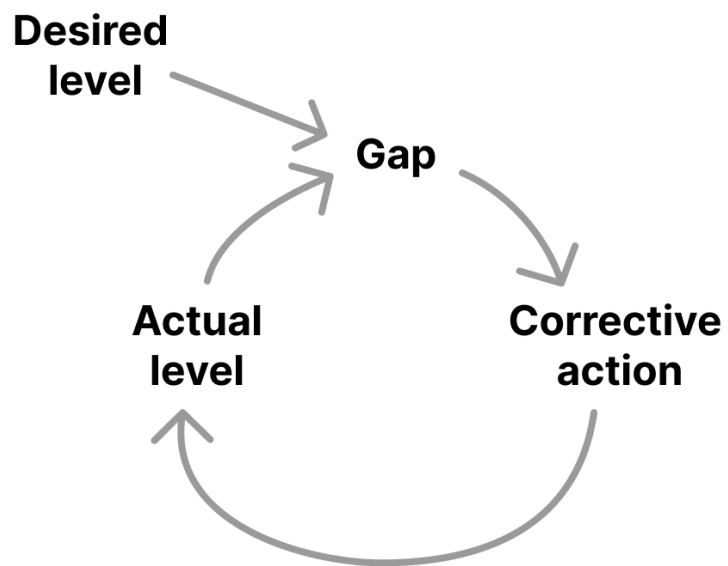
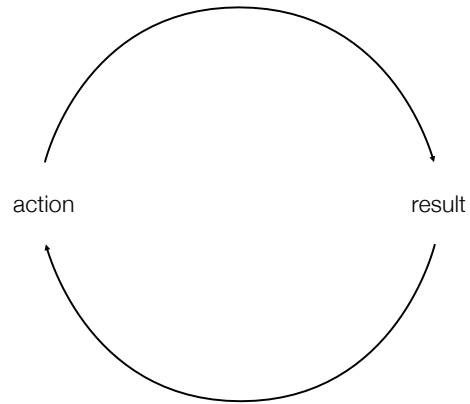
June 4, 2020

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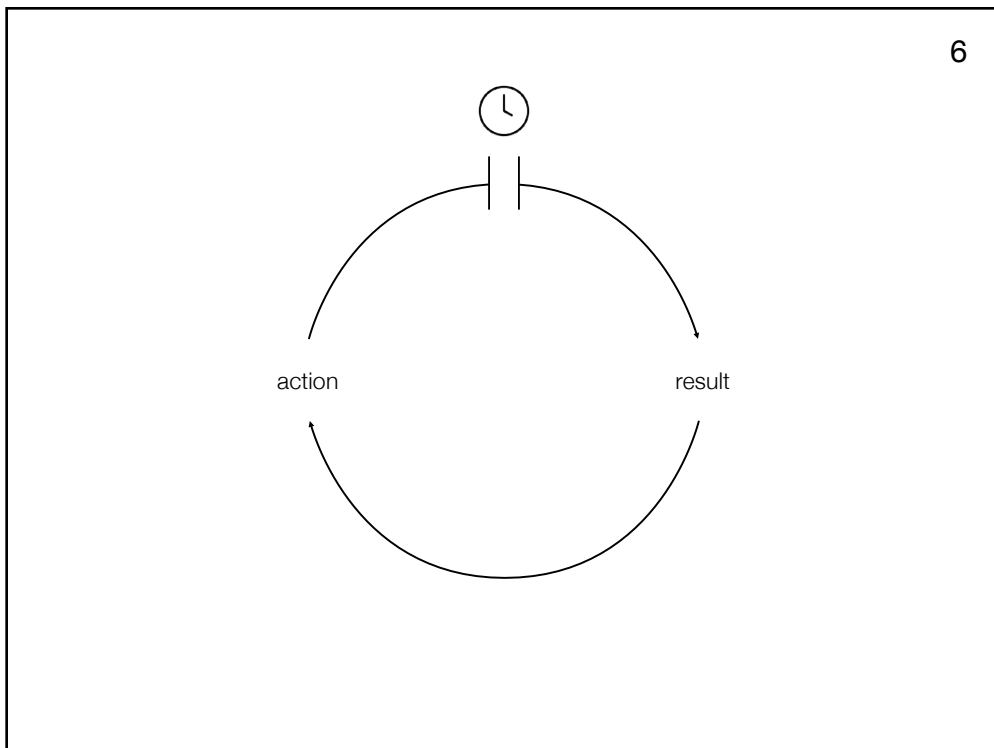


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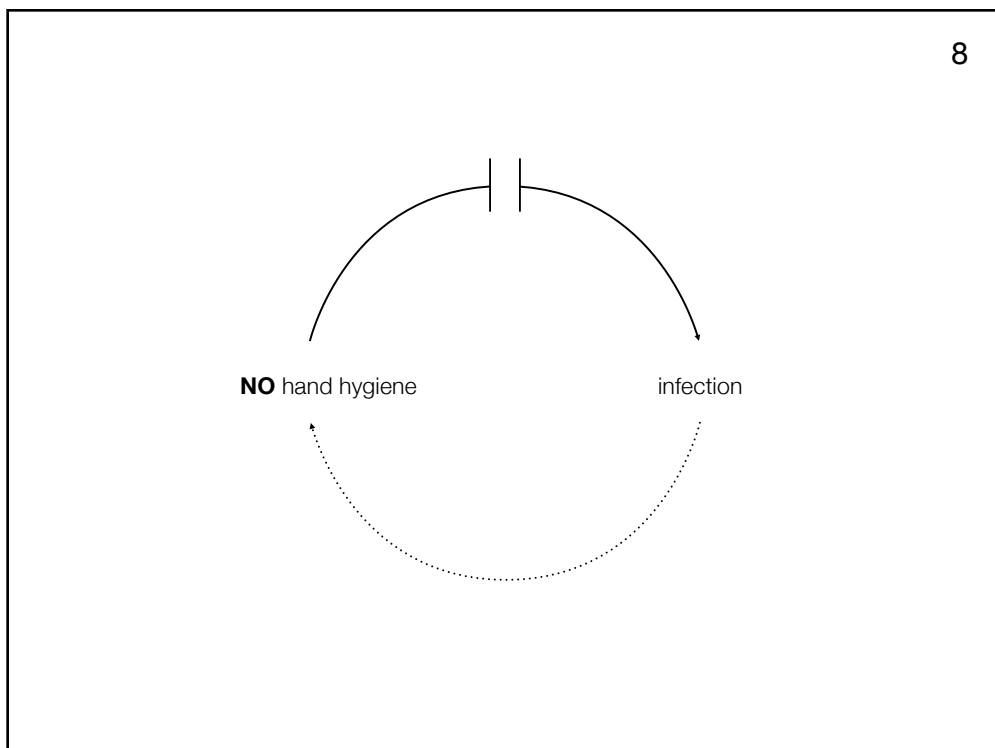
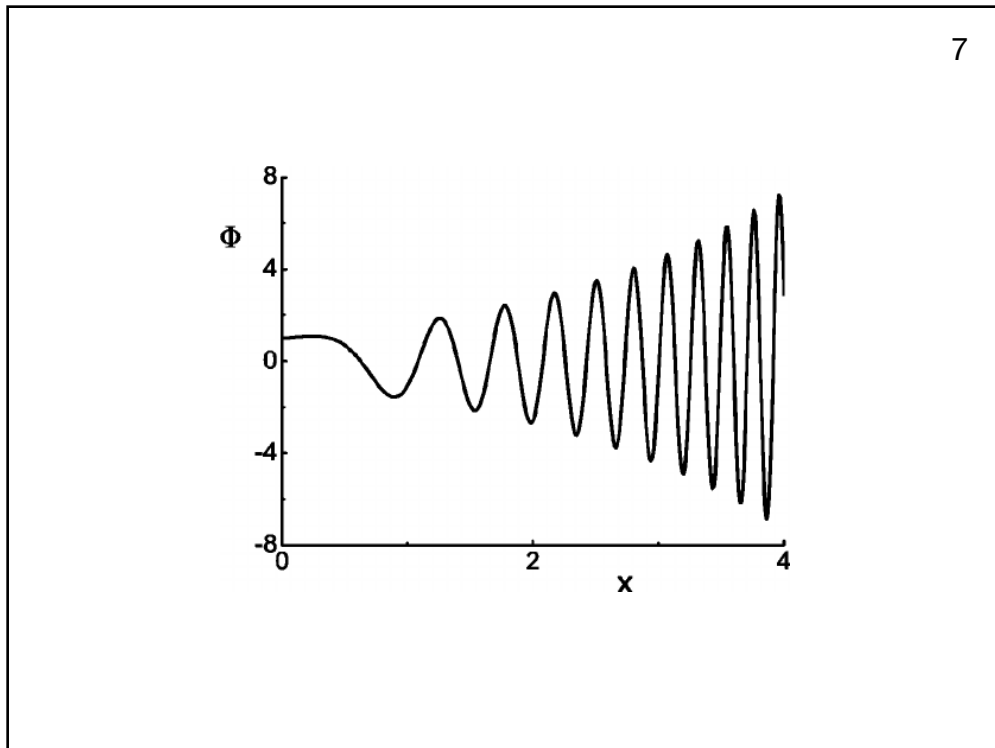
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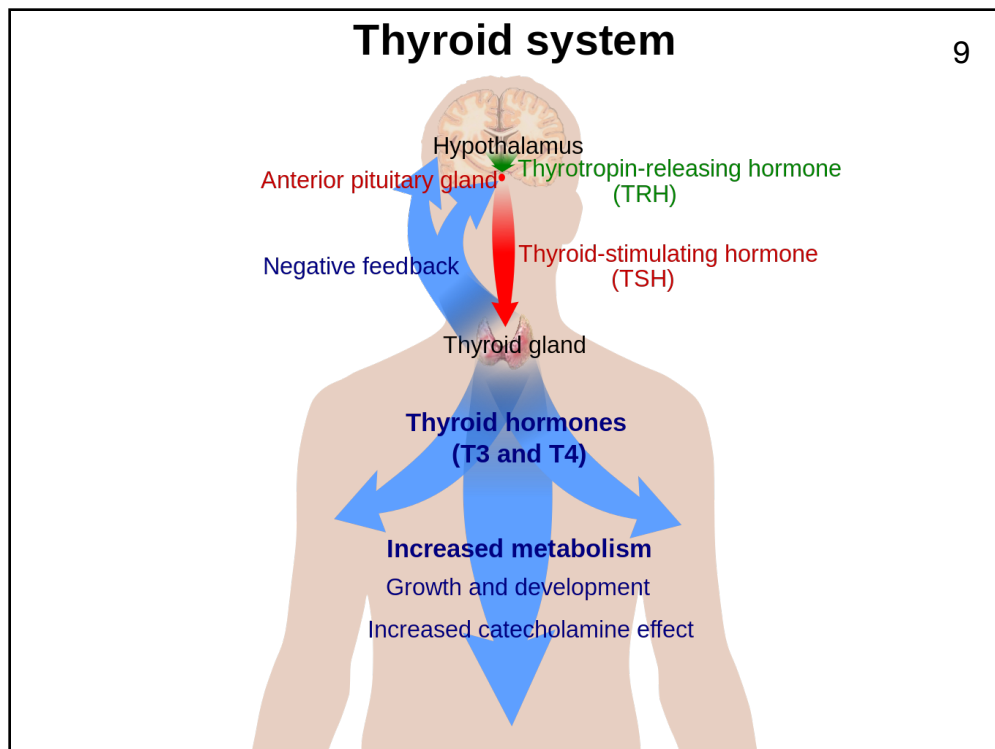


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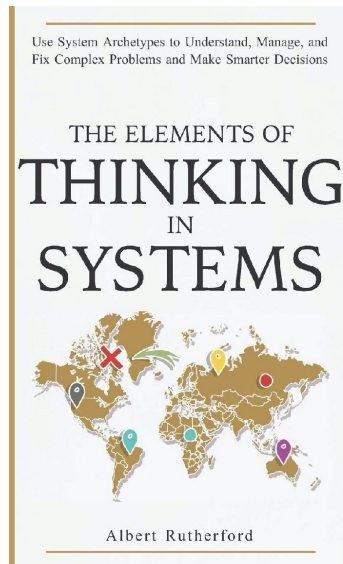
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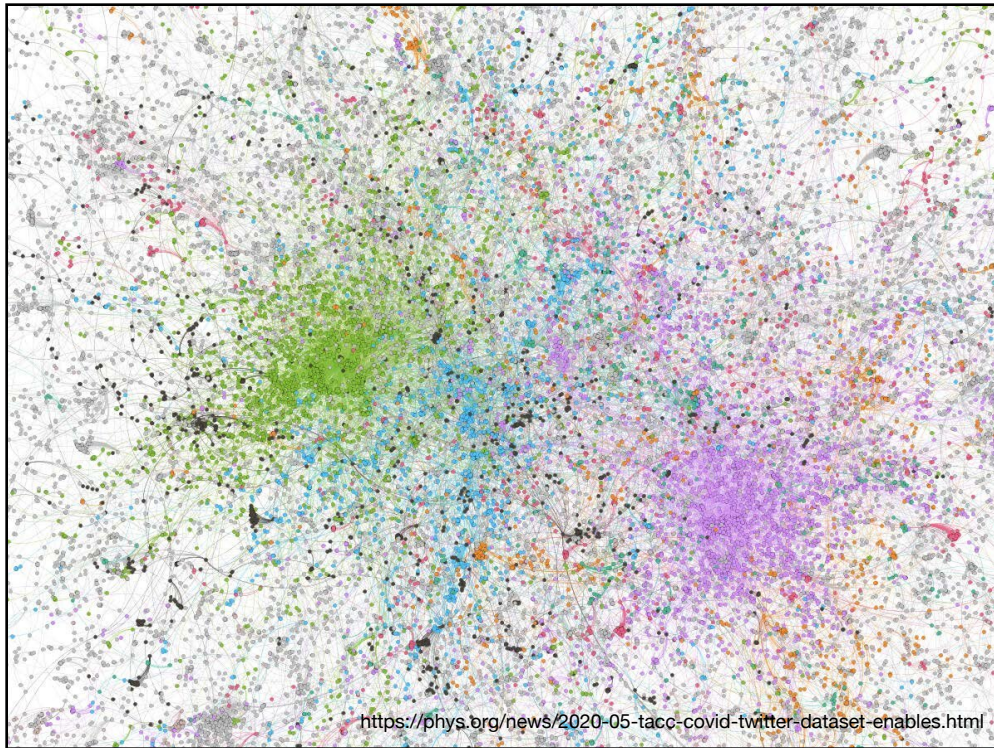
<b>Complicated</b> 	<b>Complex</b> 
<b>Obvious</b> 	<b>Chaotic</b> 

@jasonhand // #QConNYC

<https://www.infoq.com/presentations/challenges-learning-complex-systems/>

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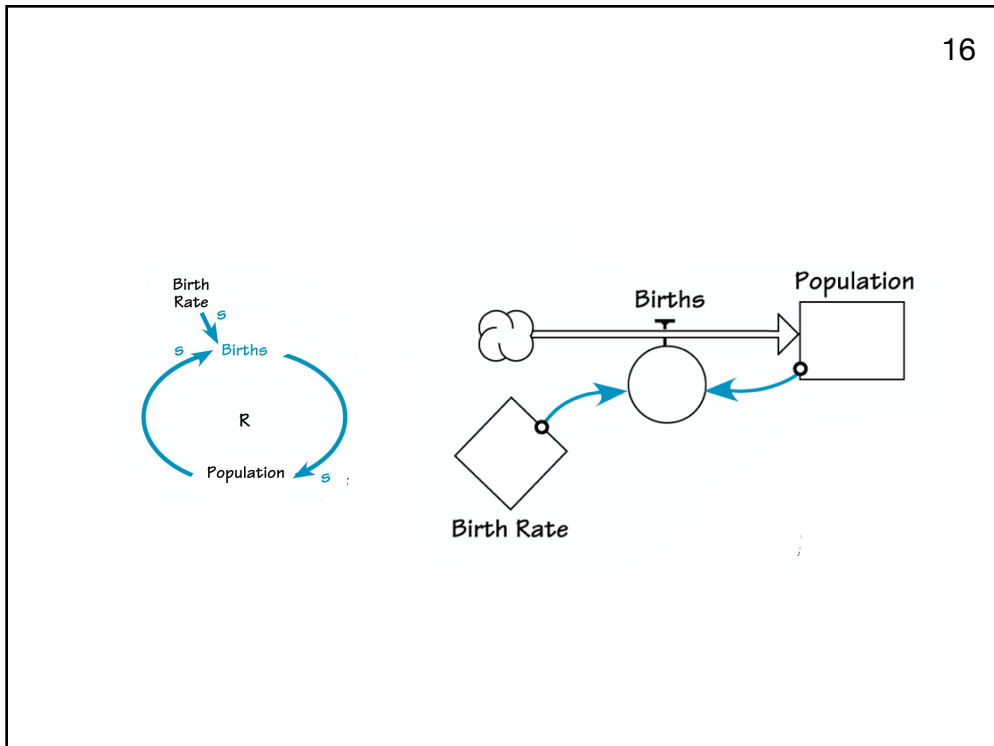
**BRIEF REPORT** | VOLUME 42, ISSUE 6, P679-681, JUNE 01, 2014

## Low-hanging fruit for human factors design in infection prevention—still too high to reach?

Lauren Clack, BSc • Stefan P. Kuster, MD, MSc • Heidi Giger, RN • Francesca Giuliani, PhD • Hugo Sax, MD

DOI: <https://doi.org/10.1016/j.ajic.2014.03.002> Check for updates

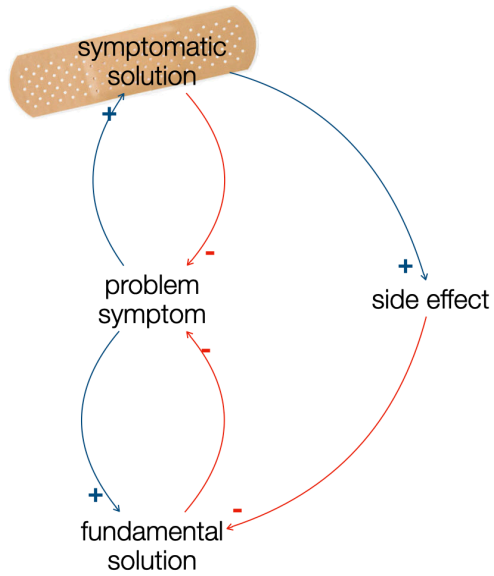
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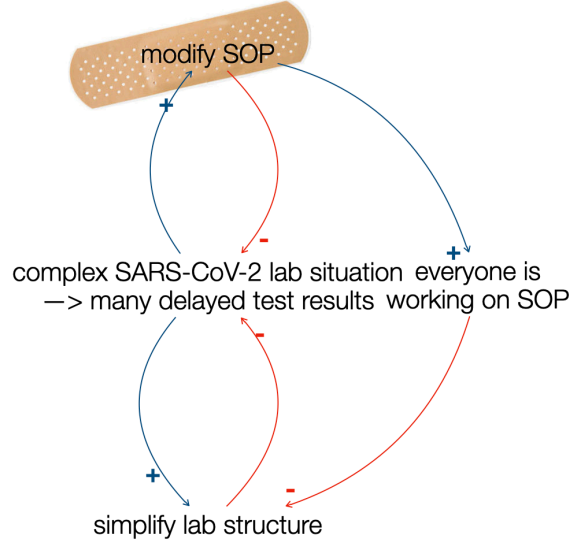
“Fixes that fail” archetype

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“Fixes that fail” archetype  
Example of SARS-CoV-2 testing

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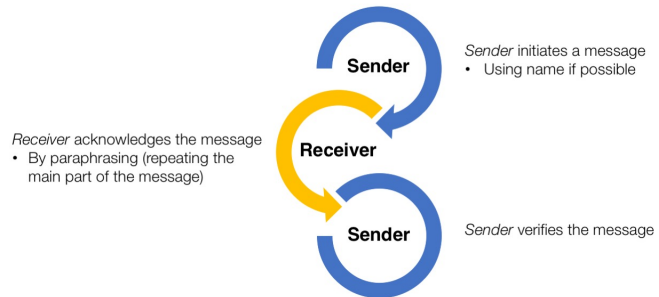


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Closed-Loop Communication

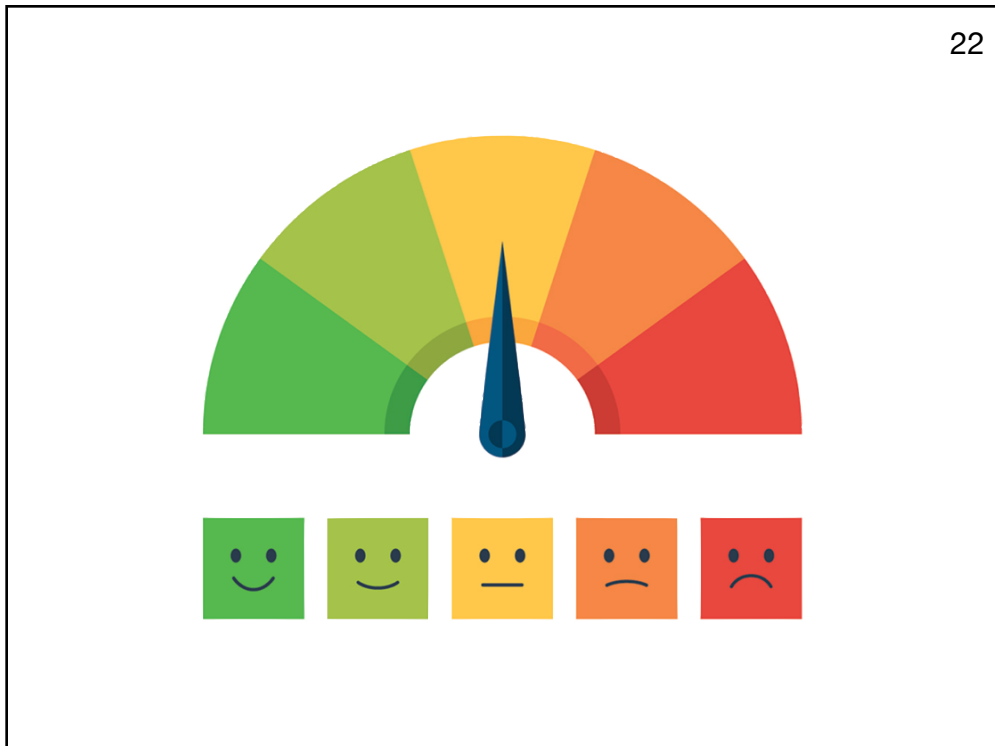


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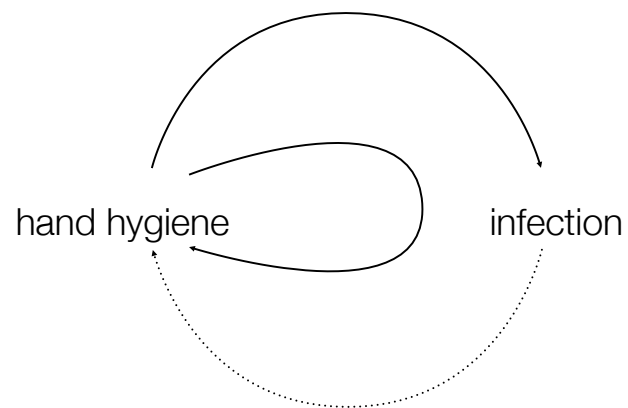
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## Resources

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<https://systemsinnovation.io>

[https://en.wikipedia.org/wiki/Flocking\\_\(behavior\)](https://en.wikipedia.org/wiki/Flocking_(behavior))

<https://www.systemdynamics.org/>

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<a href="http://www.webbertraining.com/schedulep1.php">www.webbertraining.com/schedulep1.php</a>	
June 11, 2020	<i>(FREE Teleclass)</i> <b><a href="#">HOW DIFFICULT IS IT TO ELIMINATE CORONAVIRUS FROM SURFACES?</a></b> Speaker: <b>Prof. Jean-Yves Maillard</b> , Cardiff University, Wales
June 17, 2020	<i>(South Pacific Teleclass)</i> <b><a href="#">SHARPS INJURIES - WHY AREN'T WE AT ZERO?</a></b> Speaker: <b>Terry Grimmond</b> , Grimmond and Associates, New Zealand
July 9, 2020	<b><a href="#">INFECTION PREVENTION AND CONTROL IN HOME CARE AND HOSPICE: COMMON COMPLIANCE ISSUES</a></b> Speaker: <b>Mary McGoldrick</b> , Home Health Systems, Inc.
July 16, 2020	<i>(FREE Teleclass)</i> <b><a href="#">THE BUZZ AROUND MOSQUITOES AND MOSQUITO-BORNE DISEASES</a></b> Speaker: <b>Dr. Marcia Anderson</b> , Environmental Protection Agency
July 23, 2020	<b><a href="#">IMPROVEMENT OF HOSPITAL ENVIRONMENTAL CLEANING AND DISINFECTION PRACTICES FOLLOWING AN EIGHT-MONTH OUTBREAK</a></b> Speaker: <b>Corey Weisgerber</b> and <b>Terrence Shaw</b> , Regina General Hospital, Saskatchewan
August 6, 2020	<b><a href="#">CLEANING AND DISINFECTION IN THE ERA OF SARS-COV-2</a></b> Speaker: <b>Dr. Curtis Donskey</b> , Louis Stokes VA Medical Center, Cleveland, Ohio
	<b><a href="#">AHEAD - A CONSOLIDATED FRAMEWORK FOR BEHAVIOURAL INFECTIOUS RISKS IN ACUTE CARE - PART 2</a></b>

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