

Room for resilience: a qualitative study about accountability mechanisms in the relation between work-as-done (WAD) and work-as-imagined (WAI) in hospitals.

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<https://psnet.ahrq.gov/issue/room-resilience-qualitative-study-about-accountability-mechanisms-relation-between-work-done>

Promoting [resilience](#) across and within healthcare organizations is a [key component](#) of Safety-II. This qualitative study involving six teams across three hospitals in the Netherlands found that healthcare professionals, managers, and quality advisors hold differing perspectives regarding the right approach to clinical practices and the importance of certain clinical actions. The authors underscore the importance of team reflections to foster resilience and accountability across all levels within healthcare organizations.