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Experience from an Action Oriented Research Intervention at an Operating Unit - A view from the road

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76) Experience from an Action Oriented Research Intervention at an Operating Unit – A view from the road.

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Many hospitals in Sweden were built in the 1960s and 1970s. Since then, considerable progress has been made in the medical science, providing new possibilities and new challenges. This is also true for the work environment in which the medical practice take place. Possibilities in the sense that more conditions are now curable, challenges in the sense that our overall costs for healthcare are increasing, putting new demands on effectiveness which in turn could affect the work environment. This is especially true for resource intensive highly specialized healthcare units such as operating units.

The basic assumption in the Op-Design project is that the areas of work environment, effectiveness and patient safety are interdependent. The aim of the project is to improve all three of them and since they are interdependent, a holistic approach is called for.

The project could be divided into three phases with different focuses; 1) *the past*, looking at how the personnel experienced their work subjectively through interviews, 2) *the present* looking at how the work is through objective methods such as naturalistic observations, health controls and mapping of physical ergonomics as well as investigations of the visual ergonomics of the workplace, and 3) *the future* interventions intended to result in innovation, change and improvement of the work environment, effectiveness and patient safety in such way that all three areas are contented.

As of now, data collection for the second phase is completed. The third phase has been initiated in the form of an action oriented development project based on experiential learning. This part is a collaboration between operating unit practitioners and academics, using the results from previous phases as input. A visual ergonomics intervention is also in the works.

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