

Curriculum Vitae

Professor Robyn Clay-Williams, PhD

Professor Robyn Clay-Williams is an internationally regarded health services researcher and a leading exponent of Resilient Health Care. At the Australian Institute of Health and Innovation, Professor Clay-Williams leads a research stream in the field of human factors and resilience in health care. Her expertise is in creating health services and systems that can function effectively in the presence of complexity and uncertainty. Her research bridges the gap between theory and practice, by developing products and processes that are usable and ready for implementation.



Professor Clay-Williams has published extensively, with an h-index of 29, i10-index of 69 and over 4300 citations. Outputs include total of over 270 peer-reviewed academic outputs in academic books, book chapters, premiere medical journals for general medicine (*BMJ*, *Medical Journal of Australia*), high quality health services research journals (*BMJ Quality & Safety*, *Implementation Science*, *BMJ Open*, *Safety Science*) and conference proceedings, and over 70 technical and advisory reports for government and other organisations. She has been invited to deliver 12 international and 9 national keynote presentations.

Professor Clay-Williams currently leads a \$2.8M MRFF Grant (APP2018361) developing new models of care to improve hospital Emergency Department performance, and patient experience and outcomes for five priority consumer cohorts. She has accrued \$30.7M in grant funding as a Chief Investigator over 40 grants, including MRFF Project (3), NHMRC Synergy, EU-Horizon and NHMRC Partnership (2) Category 1 Grants, and a prestigious NSW Health Early-Mid Career Fellowship in health service and systems design, and was nominated as an Associate Investigator on competitive funding and government grants winning over \$15M. She has been the recipient of 11 research awards as a health services researcher, including five international awards. Nationally, she was appointed by the Federal Minister of Health to the Therapeutic Goods Administration Advisory Committee on Medical Devices, and has served in this capacity continuously since 2014.

Professor Clay-Williams' research program has significantly advanced understanding about how health systems function and how to improve them. Her program's methods have been adopted in >30 hospitals globally as new safety approaches, enabling hospital systems to adapt to unexpected events such as COVID-19, and her papers and reports have been accessed by 41,967 researchers in >30 countries from >70 disciplines. She provides expert advice to policymakers, clinicians, researchers and consumers across Australia and globally, and has made international contributions, including invited lectures, to Harvard University USA, Stavanger University Norway, and the Federal University of Rio Grande do Sul Brazil.

In 2019, Professor Clay-Williams delivered a TEDx talk on her human factors work that was accepted onto the global TED.com platform. Prior to her academic career, Professor Clay-Williams was a Royal Australian Air Force test pilot, Qualified Flying Instructor and electronics engineer. In Sep 2019, she appeared on the SBS Insight panel: Female Firsts, to celebrate her aviation career. In 2020, she was selected as one of 10 outstanding serving members over the RAAF 100 year history, celebrated via an Aust Mint coin (new 50 cents, released 4 Mar 2021).

Wikipedia: https://en.wikipedia.org/wiki/Robyn_Clay-Williams

Education

- Doctor of Philosophy – UNSW, Sydney (2011)
- Bachelor of Electronic Engineering – RMIT, Melbourne (1982)

Professional Experience - academic

2024-present MQ: Professor and Program Lead in Human Factors/Resilience, Centre For Healthcare Resilience & Implementation Science.

- Led MyED, 'working together: innovation to improve ED performance, and patient outcomes and experience for five complex consumer cohorts. Codesigning new or adapted models of care with older people, people from a Culturally and Linguistically Diverse background, people with a disability, Aboriginal and Torres Strait Islander peoples, people with a mental health condition, and the ED clinicians who treat them.
- Led health services research in the field of human factors and engineering resilience in health care.

2021-2023 MQ: Associate Professor and Program Lead in Human Factors/Resilience, Centre For Healthcare Resilience & Implementation Science.

- Led MyED, 'working together: innovation to improve ED performance, and patient outcomes and experience for five complex consumer cohorts.
- Designed and implemented ED processes to improve productive safety in NSW public hospitals.
- Conducted health services research in the field of human factors and engineering resilience in health care.

2018-2020 MQ: Senior Research Fellow and Program Lead in Human Factors/Resilience and DUQuA Lead, Centre For Healthcare Resilience & Implementation Science.

- Led DUQuA. The DUQuA project is a large, multifaceted project assessing the relationship between quality management systems and patient outcomes for AMI, stroke and hip fracture in 32 hospitals across five states and two territories of Australia. DUQuA is funded by NHMRC Program Grant APP1054146 (lead CI Braithwaite).
- Conducted health services research in the field of human factors and engineering resilience in health care.

2014-2017 MQ: Research Fellow and Program Lead in Human Factors/Resilience and DUQuA Co-lead, Centre For Healthcare Resilience & Implementation Science.

- Conducted health services research in the field of human factors and engineering resilience in health care.
- Co-led DUQuA.

2011-2014 UNSW: Postdoctoral Research Fellow in Human Factors, Centre For Clinical Governance Research.

- Conducted health services research in the field of human factors in health care. Projects included applying engineering resilience to health care to improve patient

safety, system dynamics modelling of health care systems and processes, usability of medical devices and IT systems, and analysis of behaviours of health care professionals.

2010-2011 UNSW: Research Officer, Centre For Clinical Governance Research.

- Conducted health services research in the field of human factors in health care. Projects included analysis of the teamwork behaviours of health professionals, computer modelling of nurse decision-making in relation to the deteriorating patient, and clinician leadership.

2007-2010 UNSW: PhD Candidate, Centre For Clinical Governance Research.

- Conducted health services research in the field of human factors in health care, including development and evaluation of a large multidisciplinary team training intervention for health professionals working in complex, time critical environments. PhD titled: *Multidisciplinary teamwork in health care: attitude and behaviour change associated with a Crew Resource Management (CRM) intervention.*

Professional Experience – Royal Australian Air Force

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Research experience

- Thirteen years of human factors in health care research experience using quantitative, qualitative and mixed methods as a professor, associate professor, senior research fellow, postdoctoral fellow and research officer. ORCID 0000-0002-6107-7445.
- Three years of human factors in health care research experience as a PhD candidate at UNSW.
- Eight years of research experience in aircraft flight performance and aviation human factors as a test pilot in the Royal Australian Air Force, where she participated in cooperative research programmes with Lockheed Martin Aeronautical Systems Company (Marietta, GA, USA), US Federal Aviation Administration (FAA), Defence Science and Technology Organisation (DSTO), Australian Civil Aviation Safety Authority (CASA), Royal Air Force (RAF), and the United States Air Force (USAF).

Teaching and HDR supervisory experience

- Currently supervising four PhD and two MRes/PhD candidates
- Supervised six MRes/PhD candidates to completion (2016-present)
- Formal mentor for two research fellows, two senior research fellow (2018-present)
- MD Research supervision – eight students (MQ; 2019-present)
- Four annual invited lectures on human factors for the Safety, Quality, Informatics and Leadership (SQIL) Program, Harvard Medical School, USA (2021-present)
- Convener for Faculty Medicine, Health and Human Sciences, MQ, Medical Doctorate (MD) Research (2023-present)
- Convener for Paradigms for Systems Thinking 8-lecture module, International Diploma in Resilient Health Care Management, Jönköping University (2019)

- Invited lecture at QUT Master of Public Health and community Medicine (2020)
- Two annual invited lectures at UNSW Master of Health Management (2013 - present)
- Annual invited lecture at ANU in Human Error and Behaviour in Complex Systems (Systems Engineering) (2011-2020)
- Lecturer on MQ Master of Public Health HSYP801 (2017 – present)
- Tutor on MQ MED1206 (2017 – present)
- Annual invited lecture at ANU in Human Error in Complex Systems (Vice-Chancellor’s Lecture Series) (2011-2014)
- Developed and delivered Healthcare Teamwork training program, Hunter New England Area Health Service (2007-2010)
- Aviation Crew Resource Management (Teamwork) Facilitator and Facilitation Trainer (2002-2003)
- Qualified Flying Instructor, Royal Australian Air Force (1992-1995)
- Lecturer in Defence Studies, Australian Defence Force Academy, UNSW (1985-1986)

Leadership and engagement

- Faculty Medicine, Health and Human Sciences, MQ, Faculty Board, member (2023-present)
- Co-chair International Ergonomics Association (IEA) Technical Committee on Resilience Engineering (2022-present)
- Secretary international Resilient Health Care Society (2021-present)
- *Frontiers in Health Services*, Editorial Board - Patient Safety (2023-present)
- Faculty Medicine, Health and Human Sciences, MQ, Medical Doctorate (MD) Research Executive Committee (2018-2023)
- Faculty Medicine, Health and Human Sciences, MQ, Medical Doctorate (MD) Research Advisory Committee (2018-2023)
- Appointed by the Federal Minister of Health to the Therapeutic Goods Administration statutory Advisory Committee on Medical Devices (ACMD) (2017-present)
- Board member, International Coalition to End Transplant Abuse in China (ETAC) (2020-present)
- NSW State Committee Member, Human Factors and Ergonomic Society of Australia (HFESA) (2019-present)
- Member of MQ HREC (2017-2022)
- Member of NSW Clinical Excellence Commission RCA Safety Committee (2017-2021)
- BHI Patient Safety Measurement Advisory Group (2018-2020)
- Member of NSW Clinical Excellence Commission Human Factors Advisory Committee (2015-2017)
- Appointed by the Federal Minister of Health to the Therapeutic Goods Administration statutory Advisory Committee on the Safety of Medical Devices (ACSMD) (2014-2016)
- Elected Board Member Climate and Health Alliance (CAHA) (2015-2017)
- Founding member of UNSW Early Career Researcher Board (ECRB). One of seven early career researchers nominated by UNSW Vice Chancellor – Research to the inaugural ECRB, supporting approx. 800 UNSW ECRs. Led drafting of 5 year strategic plan, and participated in planning for Postdoctoral Academy Lecture series and development of ECR Network website

- Member of UNSW Faculty of Medicine Research Management Committee (2013-2014)

Awards

- Best paper, *Human Factors and Ergonomics in Manufacturing and Service Industries* (2023)
- Centre for Healthcare Resilience & Implementation Science Researcher of the Year Award, Australian Institute of Health Innovation, Macquarie University, 7 Dec 2022
- Centre for Healthcare Resilience & Implementation Science Publication Prize, Australian Institute of Health Innovation, Macquarie University, 1 Dec 2020
- Centre for Healthcare Resilience & Implementation Science Researcher of the Year Award, Australian Institute of Health Innovation, Macquarie University, 3 Dec 2019
- Resilient Health Care International Prize 2018 (third prize), Resilient Health Care Net, Denmark, 13 Aug 2018
- Centre for Healthcare Resilience & Implementation Science Rising Star Award, Australian Institute of Health Innovation, Macquarie University, 19 Dec 2016
- Resilient Health Care International Prize 2016 (second prize), Resilient Health Care Net, Denmark, 16 Aug 2016
- Centre for Healthcare Resilience & Implementation Science Rising Star Award, Australian Institute of Health Innovation, Macquarie University, 16 Dec 2015
- Centre for Healthcare Resilience & Implementation Science Publication Prize, Australian Institute of Health Innovation, Macquarie University, 18 Dec 2014
- International collaborative research scholarship, funding travel and two month research visit, to Resilient Health Care Net/University of Southern Denmark, Sep-Nov 2014
- Best paper, 2013 Royal Australian College of Medical Administrators (RACMA) Conference. Gold Coast, Australia, 4-6 September
- Emerald/EFMD International Outstanding Doctoral Research Award – Highly Commended Award 2013
- UNSW University Postgraduate Award (UPA) PhD Scholarship – 2008-2010
- DJ Knights Award for Excellence in Flight Test (co-winner) – Adelaide (1998)
- External Studies Course – Melbourne (1996), dux of course
- Experimental Test Pilot – ITPS, Cranfield, UK (1993)
- Qualified Flying Instructor – CFS, E. Sale, VIC (1991), academic dux
- Military Pilot – 2FTS, Pearce, WA (1988), dux of course

Collaborative research

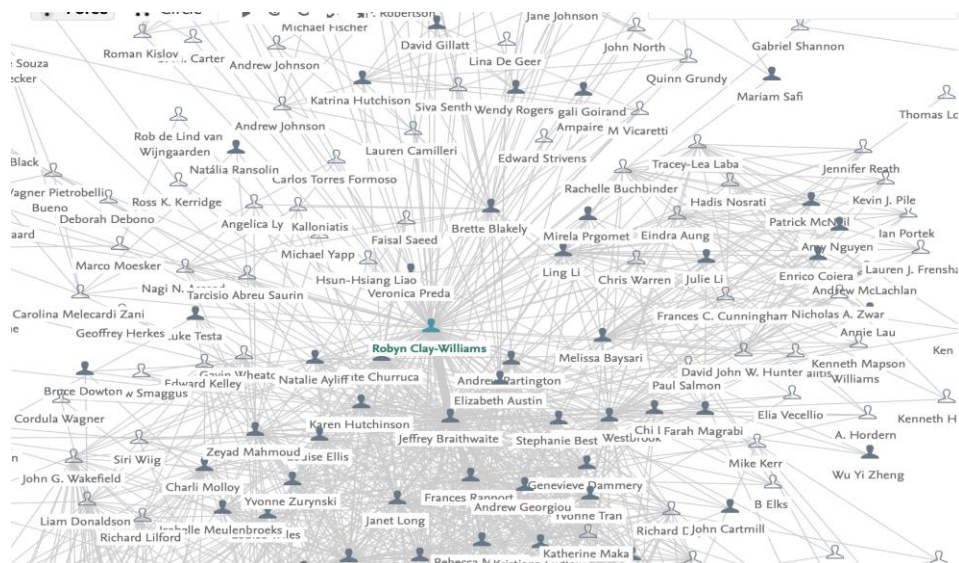


Fig 1. Network of collaboration on research papers (co-authors)



Fig 2. Collaboration on research papers (countries)

Publications and Presentations

Professor Clay-Williams' books, book chapters, journal articles and conference proceedings provide a vital contribution, nationally and internationally, to understanding how healthcare systems function, and how to make them safer for patients. Over 11 years as a research-intensive academic, Clay-Williams has synthesised safety knowledge, process design and risk management methods from industrial fields such as aviation, rail, mining and other heavy industries. She has adapted, tested and applied this knowledge and methods to healthcare at macro-, meso- and micro-levels to improve system functioning, increase 'the number of things that go right', and improve care for patients and their families.

Books

1. Rapport F, **Clay-Williams R**, Braithwaite J, editors. Key Concepts in Implementation Science UK: Routledge, 2022.

Book Chapters

2. Braithwaite J, Churruca K, **Clay-Williams R**, Cutler H, Ellis L, Long J, Mitchell R, Mumford V, Rapport F, Simons M & Zurynski Y. Health policy in Australia. *Research Handbook on Health Care Policy*. Powell M, Agartan T & Béland D. (eds.). Cheltenham, UK: Edward Elgar Publishing, 2024, p. 347-373.
3. Braithwaite J, Churruca K, Hibbert P, **Clay-Williams R**. At the heart of getting things done in complex healthcare ecosystems: leadership, strategy, sensemaking and sensegiving. *Research Handbook on Leadership in Healthcare*. Chambers, N. (ed.). Cheltenham, UK: Edward Elgar Publishing, 2023.
4. Rapport F, **Clay-Williams R**, Braithwaite J. Setting the scene: principles and concepts of implementation science. In Rapport F, **Clay-Williams R**, Braithwaite J, editors. *Implementation science: the key concepts*. UK: Routledge, 2022.
5. Rapport F, **Clay-Williams R**, Braithwaite J. The long and winding road: navigating the field of implementation science. In Rapport F, **Clay-Williams R**, Braithwaite J, editors. *Implementation science: the key concepts*. UK: Routledge, 2022.
6. Hollnagel E, **Clay-Williams R**. Modelling complex socio-technical systems: The Functional Resonance Analysis Method (FRAM). In Rapport F, **Clay-Williams R**, Braithwaite J, editors. *Implementation science: the key concepts*. UK: Routledge, 2022.
7. Hollnagel E, **Clay-Williams R**. Work-as-imagined and work-as-done. In Rapport F, **Clay-Williams R**, Braithwaite J, editors. *Implementation science: the key concepts*. UK: Routledge, 2022.
8. **Clay-Williams R**. Complex systems and unintended consequences. In Rapport F, **Clay-Williams R**, Braithwaite J, editors. *Implementation science: the key concepts*. UK: Routledge, 2022.
9. **Clay-Williams R**, Cartmill J. Patient safety in surgery: strategies to achieve the best outcome in the high-risk surgical patient. In Aseni P, Grande AM, Leppäniemi A, Chiara O, editors. *The high-risk surgical patient*. EU: Springer Nature. Accepted October 2021.
10. Churruca K, **Clay-Williams R**, Long JC, Ellis LA & Braithwaite J. Resilience Theory, Complexity Science and Safety-II. In Lachman P, editor. *Handbook of Patient Safety*. UK: Oxford University Press, 2022.
11. Buikstra E, Strivens E, **Clay-Williams R (senior author)**. Modelling a Typical Patient Journey through the Geriatric Evaluation and Management Ward to better understand Discharge Planning Processes. In Braithwaite J, Hollnagel E and Hunte G, editors. *Resilient Health Care Volume 6: Muddling Through with Purpose*. Boca Raton, FL: CRC Press, 2020.
12. Mahmoud Z, Sarkies M, **Clay-Williams R**, Saurin T, & Braithwaite J. Managing complexity and manifestations of resilience in operating theatres: sensemaking and purposive muddling amongst Scheduling Nurses. In Braithwaite J, Hollnagel E and Hunte G, editors. *Resilient Health Care Volume 6: Muddling Through with Purpose*. Boca Raton, FL: CRC Press, 2020.
13. Braithwaite J, Churruca K, Ellis L, Long J, Hibbert P, **Clay-Williams R**. Complexity science as a frame for understanding the management and delivery of high quality and safer care. In Donaldson L, Ricciardi W, Sheridan S, and Tartaglia R, editors. *Textbook of Patient Safety and Clinical Risk Management*. Springer, 2020.

14. **Clay-Williams R**, Austin E, Braithwaite J, Hollnagel. Qualitative assessment to improve everyday activities: work-as-imagined and work-as-done. In Rapport F, Braithwaite J, editors. *Transforming Healthcare with Qualitative Research*. UK: Routledge, 2020.
15. Mahmoud Z, Churruca K, Ellis L, **Clay-Williams R**, Braithwaite J. Using qualitative methods to understand resilience expressions in complex systems. In Rapport F, Braithwaite J, editors. *Transforming Healthcare with Qualitative Research*. UK: Routledge, 2020.
16. Shih P, Rapport F, Long J, Auton E, Bierbaum M, Faris M, Braithwaite J, **Clay-Williams R**. Resilient healthcare in refractory epilepsy treatment: understanding successful people-centred patient care. In Rapport F, Braithwaite J, editors. *Transforming Healthcare with Qualitative Research*. UK: Routledge, 2020.
17. **Clay-Williams R**, Braithwaite J. Resilient Health Care: a determinant framework for understanding variation in everyday work and designing sustainable digital health systems. In: Scott P, de Keizer N, Georgiou A, editors. *Applied interdisciplinary theory in health informatics: a knowledge base for practitioners*. Netherlands: IOS Press, 2019.
18. **Clay-Williams R**, Lane P, Blakely B, Johnson A. Resilience in acute healthcare: implementation of an intervention across care boundaries. In: Braithwaite J, Wears R, Hollnagel E, editors. *Resilient Health Care, Volume 5: Working across boundaries*. UK: CRC Press, 2019.
19. Johnson A, Lane P, Klug M, **Clay-Williams R (senior author)**. Removing Boundaries, Creating Value and Producing Safety in in Health Care Using Empathic Negotiation Skills. In: Braithwaite J, Wears R, Hollnagel E, editors. *Resilient Health Care, Volume 5: Working across boundaries*. UK: CRC Press, 2019.
20. Debono D, **Clay-Williams R**, Taylor N, Greenfield D, Black D and Braithwaite J. Using workarounds to examine characteristics of resilience in action In: Hollnagel E, Braithwaite J, Wears RL, editors. *Resilient Health Care, Volume 4: Delivering Resilient Health Care*, UK: Routledge, Taylor & Francis Group, 2018.
21. **Clay-Williams R**, Braithwaite J. Realigning work-as-imagined and work-as-done: can training help? In: Braithwaite J, Wears R, Hollnagel E, editors. *Resilient Health Care, Volume 3: Reconciling work-as-imagined and work-as-done*. UK: CRC Press, 2016.
22. Braithwaite J, **Clay-Williams R**, Hunt G, Wears R. Understanding resilient clinical practices in Emergency Department ecosystems. In: Braithwaite J, Wears R, Hollnagel E, editors. *Resilient Health Care, Volume 3: Reconciling work-as-imagined and work-as-done*. UK: CRC Press, 2016.
23. **Clay-Williams R**, Johnson J, Debono D, Braithwaite J. The path from policy to practice: resilience of everyday work in acute settings. In: Waldorff S, Pedersen A, Ferlie E, Fitzgerald L, editors. *Managing change - from health policy to practice*. Palgrave Publishing, 2015.
24. **Clay-Williams R**. Restructuring and the resilient organisation: implications for health care. In: Hollnagel E, Braithwaite J, Wears R, editors. *Resilient Health Care*. Surrey, UK: Ashgate Publishing Limited, 2013.
25. **Clay-Williams R**, Braithwaite J. Safety-II thinking in action: just in time information to support everyday activities. In: Hollnagel E, Braithwaite J, Wears R, editors. *Resilient Health Care*. Surrey, UK: Ashgate Publishing Limited, 2013.
26. Braithwaite J, **Clay-Williams R**, Nugus P, Plumb J. Health care as a complex adaptive system. In: Hollnagel E, Braithwaite J, Wears R, editors. *Resilient Health Care*. Surrey, UK: Ashgate Publishing Limited, 2013.

Journal articles (refereed)

27. Magerøy MR, Braut GS, Macrae C, **Clay-Williams R**, Braithwaite J, Wiig S. Leading quality and safety on the frontline: a case study of department leaders in nursing homes. *Journal of Healthcare Leadership*. Accepted 23 April 2024.
28. **Clay-Williams R**, Zurynski Y, Long JC, Meulenbroeks I, Austin EE, Mahmoud Z, Ellis LA, Knaggs G, Fajardo Pulido D, Ahlenstiel G, Reece G, Braithwaite J. What factors should be considered in hospital funding models? A review of the literature on health services funding in OECD countries. *International Journal of Health Planning and Management*. 2023;38(5):1228-1249.
29. Francis-Auton E, Cheek C, Austin E, Ransolin N, Richardson L, Safi M, Hayba N, Testa L, Harrison R, Braithwaite J, **Clay-Williams R**. Exploring and understanding the 'experience' in experience-based codesign: A state-of-the-art review. *International Journal of Qualitative Methods*. Accepted 5 February 2024.
30. Austin EE, Carrigan A, Holden N, et al Birang Daruganora: what do Aboriginal and Torres Strait Islander communities need in a new hospital? A qualitative study *BMJ Open* 2024;14:e078658. doi: 10.1136/bmjopen-2023-078658
31. Austin E, Cheek C, Richardson L, Test L, Dominello A, Long JC, Carrigan A, Ellis LA, Norman A, Murphy M, Smith K, Gillies D, **Clay-Williams R**. Improving Emergency Department care for adults presenting with mental illness: a systematic review of strategies and their impact on outcomes, experience and performance. *Frontiers in Psychiatry*. 2024;15, doi:10.3389/fpsy.2024.1368129.
32. **Clay-Williams R**, Hibbert P, Loy G, Braithwaite J. Innovative models of care for hospitals of the future. *International Journal of Health Policy and Management*. Accepted 24 January 2024.
33. Austin E, Blakely B, Salmon P, Braithwaite J, **Clay-Williams R**. Eadem Sed Aliter. Validating an Emergency Department Work Domain Analysis across three hospital configurations. *Applied Ergonomics*. 2024;117:104240.
34. Testa L, Richardson L, Cheek C, Hensel T, Austin E, Safi M, Ransolin N, Carrigan A, Long J, Hutchinon K, Goirand M, Bierbaum M, Bleckley F, Hibbert P, Churruca K, **Clay-Williams R**. Strategies to improve care for older adults who present to the Emergency Department: a systematic review. *BMC Health Services Research*. 2024;24:178.
35. Goirand M, Austin E, **Clay-Williams R**. Participatory process anchored in systems thinking for implementing ethics in medical AI: A qualitative study. *Studies in Health Technology and Informatics*. 2024;310:1522-1523.
36. Hayba N, Cheek C, Austin E, Tesat L, Richardson L, Safi M, Ransolin N, Carrigan A, Harrison R, Francis-Auton E, **Clay-Williams R**. Strategies to improve care in the Emergency Department for culturally and linguistically diverse adults: a systematic review. *Journal of Racial and Ethnic Health Disparities*. 2024(online).
37. Ransolin N, Saurin TA, **Clay-Williams R**, Formoso CT, Rapport F. A knowledge framework for the design of built environment supportive of resilient internal logistics in hospitals. *Applied Ergonomics*. 2024;116:104209.
38. Tran Y, Ellis LA, **Clay-Williams R**, Churruca K, Wiig S. Editorial: Occupational health and organizational culture within a healthcare setting: challenges, complexities, and dynamics. *Frontiers in Public Health*. 2023;11.
39. Safi M, **Clay-Williams R**, Grau TU, Brandt F, Ravnborg Thude B. FRAM and LEAN as tools for describing and improving the referral process between outpatient clinics in a Danish hospital: complementary or conflicting? *Safety Science*. 2023;166:106230.
40. Ellis LA, Saba M, Long JC, Bø Lyng H, Haraldseid-Driftland C, Churruca K, Wiig S, Austin E, **Clay-Williams R**, Carrigan A, Braithwaite J. The rise of resilient

- healthcare research during COVID-19: a scoping review of empirical research. *BMC Health Services Research*. 2023;23(1):833.
41. Goirand M, Austin E, **Clay-Williams R**. Engaging stakeholders in a substantive and transparent way when implementing ethics in medical AI: a qualitative study. *Studies in Health Technology and Informatics*. 2023;304:101-102.
 42. Roberts N, Carrigan A, Hibbert P, **Clay-Williams R**, Austin E, Fajado Pulido D, Meulenbroeks I, Nguyen K, Hatem S, Maka K, Braithwaite J. Consumer and provider perspectives on Hospital in the Home. *Health & Social Care in the Community*. Accepted 8 September 2023.
 43. Goirand M, Austin E, **Clay-Williams R**. Mapping the flow of knowledge as guidance for ethics implementation in medical AI: a qualitative study. *PloS One*. Accepted 29 June 2023.
 44. Ellis LA, Zurynski Y, Long JC, **Clay-Williams R**, Sarkies M, Churruca K, Ree E, Shand F, Pomare C, Saba M, Haraldseid-Driftland C, Braithwaite J. Systems resilience in the implementation of a large-scale suicide prevention intervention: A qualitative study using a multilevel theoretical approach. *BMC Health Services Research*. 2023;23,745(2023).
 45. Cheek C, Hayba N, Richardson L, Austin E, Francis-Auton E, Safi M, Ransolin N, Vukasovic M, De Los Santos A, Murphy M, Harrison R, Churruca K, Long J, Hibbert P, Carrigan A, Newman B, Hutchinson K, Mitchell R, Cutler H, Holt L, Braithwaite J, Gillies D, Salmon P, Walpola R, Zurynski Y, Ellis L, Smith K, Brown A, Ali R, Gwynne K, **Clay-Williams R**. Experience-based codesign approach to improve care in Australian Emergency Departments for complex consumer cohorts: The MyED project protocol, Stages 1.1 – 1.3. *BMJ Open*. Accepted 21 June 2023
 46. **Clay-Williams R**, Hibbert P, Carrigan A, Roberts N, Austin E, Fajardo-Pulido D, Meulenbroeks I, Nguyen HM, Sarkies M, Hatem S, Maka K, Loy G, Braithwaite, J. The diversity of providers' and consumers' views of virtual versus inpatient care provision: a qualitative study. *BMC Health Services Research*. 2023;23(1):724.
 47. Austin E, Lanos N, Hutchinson K, Barnes S, Fajardo Pulido D, Ruane C, **Clay-Williams R**. Groundhog Day in the Emergency Department: a systematic review of 20 years of news coverage in Australia. *PloS One*. Accepted 18 Apr 2023.
 48. Carrigan A, Austin E, **Clay-Williams R**, Hibbert P, Maka K, Holden N, Grigg S, Loy G, Braithwaite J. Birang Daruganora: a protocol for a qualitative study to elicit Aboriginal and Torres Strait Islander community views about cultural needs and experiences for a new Australian health facility. *BMJ Open*. 2023;13:e069951. doi:10.1136/ bmjopen-2022-069951.
 49. Bierbaum M, Rapport F, Arnolda G, Tran Y, Nic Giolla Easpaig B, Ludlow K, **Clay-Williams R**, Austin E, Laginha B, Lo C, Churruca K, van Baar L, Hutchinson K, Chittajallu R, Owais S, Nullwala R, Hibbert P, Fajardo Pulido D, Braithwaite J. Rates of Adherence to Cancer Treatment Guidelines in Australia and the factors associated with adherence: A systematic review *Asia Pacific Journal of Clinical Oncology*. Accepted 3 Feb 2023.
 50. Roberts N, Carrigan A, **Clay-Williams R**, Hibbert P, Mahmoud Z, Pomare C, Fajardo-Pulido D, Meulenbroeks I, Knaggs G, Austin E, Churruca K, Ellis L.A, Long J, Hutchinson K, Best S, Nic Giolla Easpaig B, Sarkies M, Francis-Auton E, Hatem S, Dammery G, Nguyen MT, Nguyen HM, Arnolda G, Rapport F, Zurynski Y, Maka K, Braithwaite, J. Innovative models of healthcare delivery: An umbrella review of reviews. *BMJ Open*. Accepted 13 Feb 2023.
 51. Carrigan A, Roberts N, **Clay-Williams R**, Hibbert P, Austin E, Fajardo Pulido D, Meulenbroeks I, Nguyen HM, Sarkies M, Hatem S, Maka K, Loy G, & Braithwaite J. What do consumer and providers view as important for integrated care? A

- qualitative study. *BMC Health Research Services*. 2023 23:11 <https://doi.org/10.1186/s12913-022-08997-x>.
52. Safi M, Ravnborg Thude B, Brandt F, **Clay-Williams R**. The application of Resilience Assessment Grid in healthcare: a scoping review. *PLoS One*. 2022. Accepted 25 October.
 53. Safi M, Ravnborg Thude B, Brandt F, **Clay-Williams R**. The resilient potential behaviours in an Internal Medicine Department: Application of Resilience Assessment Grid. *PLoS One*. 2022. Accepted 7 October.
 54. Carrigan A, Roberts N, **Clay-Williams R**, Hibbert PD, Pomare C, Mahmoud Z et al. Innovative models of care for the health facility of the future: a protocol for a mixed-methods study to elicit consumer and provider views. *BMJ Open*. 2022 Nov 16;12(11):1-8. e059330. <https://doi.org/10.1136/bmjopen-2021-059330>.
 55. Smaggus A, Long JC, Ellis LA, **Clay-Williams R**, Braithwaite J. Investigating resilience in healthcare: easier said than done? A response to the recent commentaries. *International Journal of Health Policy and Management*. 2022 Oct 12. <https://doi.org/10.34172/ijhpm.2022.7682>
 56. Shih P, Hallam L, **Clay-Williams R**, Carter SM, Brown A. Reimagining consumer involvement: resilient system indicators in the COVID-19 pandemic response in New South Wales, Australia. *Health Expectations*. 2022 Aug;25(4):1988-2001. <https://doi.org/10.1111/hex.13556>
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145. Ellis L, Zurynski Y, **Clay-Williams R**, Long J, Sarkies M, Pomare C et al. (2022) Resilience in the face of complexity: an examination of the characteristics of resilience in the implementation of a large-scale community-based mental health intervention. In proceedings of 13th Organisational Behaviour in Health Care (OBHC) conference. Birmingham, UK, 12 September.
146. Goirand M, Austin E, **Clay-Williams R**. The wicked problem of implementing ethics in AI-based healthcare applications: a scoping review. Poster presentation: book of abstracts NACIC 2021, Canada. *International Foundation for Integrated Care* 2021,1:126.
147. **Clay-Williams R**, Li Z, Lane P, Camilleri L, Winata T, Johnson A (2016). Training leaders for resilient health care: Negotiation 101 for healthcare executives. In proceedings of the 2016 Human Ergonomics and Patient Safety conference. Toulouse, France, 5-7 October.
148. **Clay-Williams R**, Debono D, Braithwaite J (2016). Who are they, and why should I identify with them?' How 'knowing' colleagues can denote individuals, and improve and sustain patient care. In proceedings of the 10th Annual Organisational Behaviour in Healthcare conference. Cardiff, UK, 4-6 April.
149. Braithwaite J, **Clay-Williams R**, Taylor N, Debono D, Long J, Rapport F, Hogden A (2016). Improvements in patient safety in the real world: Safety-II in a resilient health system. In proceedings of the 10th Annual Organisational Behaviour in Healthcare conference. Cardiff, UK, 4-6 April.
150. **Clay-Williams R**, Johnson J, Debono D, Braithwaite J (2014). The path from policy to practice: resilience of everyday work in acute settings In proceedings of the 9th Annual Organisational Behaviour in Healthcare conference. Denmark, 23-25 April.
151. **Clay-Williams R**, Kelly M, Everett B, McDonnell G. Modelling clinical judgement improved health care delivery: using "how nurses think" to manage the deteriorating patient. Selected abstracts of free papers presented at the SimHealth:

- Innovation, Education and Research in Healthcare Conference: September 12-15, 2011 Sydney, Australia. *Simulation in Healthcare* 2012;7(1):62-71.
152. **Clay-Williams R**, Braithwaite J (2012). Crew Resource Management (CRM) in healthcare: the hidden benefits. In proceedings of the 8th Annual Organisational Behaviour in Healthcare conference. Dublin, Ireland, 15-18 April.
153. **Clay-Williams R**, Braithwaite J (2008). The efficacy of classroom-based Crew Resource Management training in health care: What is the evidence base? In proceedings of the 8th International Symposium of the Australian Aviation Psychology Association. Sydney, 8-11 April.

Invited keynote presentations

Professor Clay-Williams has been invited to present her research program in more than ten national and international keynote addresses in Australia, Europe, Japan, USA and Brazil. She is a dynamic speaker, whose presentations are always well-received.

- **Clay-Williams R.** (2024). So we have AI in our QI toolbox now: what do we do with it? Invited keynote lecture presented at: AI4Health: Improving Health through Artificial Intelligence, University of Florida, USA, April 24.
- **Clay-Williams R.** (2024). Resilience and human factors: current state of science from Australia. Invited presentation at: The Resilient Health Care Pre-Conference, Stavanger, Norway, June 9.
- **Clay-Williams R.** (2023). New technology and healthcare: is it safe? Can a human factors approach help to make it safer? Invited keynote lecture presented at: Australian System Safety Conference, Adelaide, Australia, October 18-19.
- **Clay-Williams R.** (2023). Human-centred design for health informatics: person needs and context. Invited keynote lecture presented at: Context Sensitive Health Informatics CSHI 2023, Sydney, Australia, July 5-6.
- **Clay-Williams R.** (2024). RE and risk management: assessing and managing risk in a complex dynamic world. Invited presentation at: The Resilient Health Care Pre-Conference, Florida, USA, May 22.
- **Clay-Williams R.** (2022). Are safety management systems more good than bad? Invited WHS State of the Art panel lecture presented at: 14th World Congress on Injury Prevention and Safety Promotion. Hybrid conference, Adelaide, Australia, November 27-30.
- **Clay-Williams R.** (2022). Human Factors and Simulation: creating safer care. Invited keynote lecture presented at: International Pediatric Simulation Society IPSSV 2022 Human Factors Symposium. Virtual meeting, November 9.
- **Clay-Williams R.** (2022). Designing for good health: principles and practices in hospital Emergency Departments. Invited keynote lecture presented at Innovations in Human Factors and Ergonomics, the Centre for Human Factors and Sociotechnical Systems 2022 Research Symposium, University of the Sunshine Coast, Australia, September 15.
- **Clay-Williams R**, Austin E. (2022). Working together: using human factors methods to improve hospital Emergency Departments. Invited presentation at SHARE, University of Stavanger, Norway, September 7.
- **Clay-Williams R.** Austin E. (2022). Human factors in healthcare. Invited presentation at SHARE, University of Stavanger, Norway, September 5.
- **Clay-Williams R.** (2022). Working together: using human factors methods to improve Emergency Department performance, and patient outcomes and experience for five complex consumer cohorts. Invited presentation at

Universidade Federal do Rio Grande do Sul University Hospital, Porto Alegre, Brazil, July 19.

- **Clay-Williams R.** (2022) Designing for good health: principles and practice. Invited presentation for the Australasian College of Health Service Management, Sydney, February 28.
- **Clay-Williams R.** (2021). Measure twice, cut once: using simulation to get it right first time. Invited track keynote lecture presented at: HFES International Symposium on Human Factors and Ergonomics in Healthcare. Virtual meeting, April 13.
- **Clay-Williams R,** Austin E. (2019). Mind the gap: reconciling work-as-imagined and work-as-done. Invited presentation at: The Resilient Health Care Conference, Awaji Island, Japan, August 25.
- **Clay-Williams R** (2018). Better patient care in a complex adaptive system: evidence into practice. Plenary presentation at: Australian Clinical Trials Association Summit Sydney, Australia, 29-30 November.
- **Clay-Williams R,** Braithwaite J (2015). Resilient health care: leveraging 'what goes right' to improve safety of care in the Emergency Department. Invited presentation at: 32nd Annual Scientific Meeting of the Australasian College for Emergency Medicine (ACEM-ASM 2015). Brisbane, Australia, 22-26 November.
- **Clay-Williams R,** Blakely B (2015). Using human factors methods to support the procurement process: assessment, evaluation and risk appraisal. Invited presentation at: National Hospital Procurement Conference, Sydney, 29-30 October.
- **Clay-Williams R** (2015). Researching health services: how to find useful answers in a messy world. Invited presentation at: 2015 Resilient Health Care Net (RHCN) Conference. Townsville, Australia, 15 August.
- **Clay-Williams R.** (2015) Human Perspectives on Simulation. Invited presentation at: Human Performance Simulation: a Meeting of Minds Workshop, Simulation Hub, Macquarie University, Sydney, 20 July.

Conference session chair

Professor Clay-Williams has chaired conference presentations and poster sessions nationally and internationally in Australia, Europe, and Asia.

- **Clay-Williams R.** Poster session chair at: ISQua 2022; 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, 19 October.
- **Clay-Williams R.** Keynote moderator and session chair at: HFESA 2021; Human Factor and Ergonomics Society of Australia Conference, Virtual meeting, 8-9 November.
- **Clay-Williams R.** Session chair at: ISQua 2018; 35th Conference of International Society for Quality in Health Care, Kuala Lumpur, Malaysia 23-26 September.
- **Clay-Williams R.** Session chair at: HFESA 2017; 6th Human Factors and Ergonomics Society of Australia conference, Wollongong, Australia, 27-29 November.
- **Clay-Williams R.** Resilient Health Care 2: analyses from a resilient healthcare perspective. Session chair at: 2016 Human Ergonomics and Patient Safety conference. Toulouse, France, 5-7 October.
- **Clay-Williams R.** Session chair at: 2016 Resilient Health Care Net (RHCN) Conference. Middelfart, Denmark, 15-18 August.

- **Clay-Williams R.** Session chair at: 2015 Resilient Health Care Net (RHCN) Conference. Sydney, Australia, 11-13 August.

Conference abstract and presentations (refereed)

Professor Clay-Williams has been invited to present her research program through over 112 peer reviewed abstracts, leading to presentations or posters in national and international conferences in Australia, UK and Europe, Japan and Asia, USA and Canada, South Africa and Brazil.

154. Safi M, **Clay-Williams R**, Brandt F, Grau TU, Ravnborg Thude B. (2022) FRAM and LEAN as tools for describing and improving the referral process between outpatient clinics in a Danish Hospital: complementary or conflicting? Abstract and presentation at: FRAMily Conference, Osaka Japan, 2022, Virtual meeting, November 16.
155. Testa L, Cheek C, Austin E, Richardson L, Churruca K, Hibbert P, Long J, Carrigan A, **Clay-Williams R.** (2023) Experience-based codesign to improve care for older people in Australian Emergency Departments: The MyED project. Oral presentation at 56th AAG Conference, Queensland, Australia, November 14-17.
156. Safi M, Lykke-Wolff D, **Clay-Williams R**, Ravnborg Thude B, Brandt F. Coordinating same days visits across medical specialties. Abstract and presentation at: ISQua 2023; the 39th Conference of International Society for Quality in Health Care, Seoul, South Korea, August 28-31.
157. Ransolin N, Abreu Saurin T, **Clay-Williams R**, Torres Formoso C, Rapport F. A framework for the built environment supportive of resilient performance in the connecting areas of an Intensive Care Unit. Abstract and presentation at: ISQua 2023; the 39th Conference of International Society for Quality in Health Care, Seoul, South Korea, August 28-31.
158. Safi M, Ravnborg Thude B, Brandt F, Austin E, **Clay-Williams R.** The application of the Resilience Assessment Grid: a managerial tool? Abstract and presentation at: ISQua 2023; the 39th Conference of International Society for Quality in Health Care, Seoul, South Korea, August 28-31.
159. Chari S, Read G, **Clay-Williams R**, Sanderson P, Loveday T. (2022) Digital frontiers in healthcare and the emerging role of human factors and ergonomics. Abstract and 45 min workshop presentation at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
160. Long J, **Clay-Williams R**, Zurynski Y, Francis-Auton E. (2022) Understanding large scale interventions: what works, what doesn't and why. Abstract and 45 min workshop presentation at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
161. Hibbert P, **Clay-Williams R**, Wiig S, Austin S. (2022) What are the latest innovative models being trialled into patient safety investigations? Abstract and 45 min workshop presentation at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
162. Carrigan A, Roberts N, **Clay-Williams R**, Hibbert P. (2022) What do consumers and providers view as important for integrated care? A mixed methods study. Abstract and presentation at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
163. Carrigan A, Roberts N, **Clay-Williams R**, Hibbert P. (2022) Innovative models of care to meet consumer and provider needs for a new Australian hospital. Abstract

- and presentation at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
164. Roberts N, Carrigan A, **Clay-Williams R**, Hibbert P, Braithwaite J. (2022) An integrative review of innovative models of care for hospitals of the future. Abstract and presentation at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
 165. **Clay-Williams R**, Austin E, Braithwaite J. (2022) Assessing specified vs general resilience in healthcare in New South Wales (NSW), Australia: slow and fast variables and COVID-19. Abstract and presentation at: The 10th Resilient Health Care Meeting, Jönköping, Sweden, August 15-17.
 166. Austin E, Salmon P, Braithwaite J, **Clay-Williams R**. (2022) The next step in growing resilient health care research methods: Validating the Work Domain Analysis model for use in Emergency Departments. Abstract and presentation at: The 10th Resilient Health Care Meeting, Jönköping, Sweden, August 15-17.
 167. Begerød I, Wiig S, **Clay-Williams R**. (2022) Developing methods to support collaborative learning and co-creation of Resilient Healthcare -tips for success and lessons learned from a Norwegian hospital cancer care study. Abstract and presentation at: The 10th Resilient Health Care Meeting, Jönköping, Sweden, August 15-17.
 168. **Clay-Williams R**, Doctor G, Tambolero P, Austin E (2021). Handover and the Emergency Department: using Functional Resonance Analysis Method (FRAM) to model and design innovations for improved collaboration along the mental health patient journey. Abstract and presentation at: Human Factors and Ergonomics Society Conference HFESA 2021, Virtual meeting, November 8-9.
 169. Austin E, Blakely B, Salmon P, Braithwaite J, **Clay-Williams R** (2021). The future Emergency Department: using Cognitive Work Analysis to model and design resilient systems. Abstract and presentation at: Human Factors and Ergonomics Society Conference HFESA 2021, Virtual meeting, November 8-9.
 170. **Clay-Williams R**, Doctor G, Tambolero P, Austin E (2021). Handover between and within systems: using Functional Resonance Analysis Method (FRAM) to model the mental health patient journey from ambulance through the Emergency Department. Abstract and presentation at: The 9th Resilient Health Care Meeting, Virtual meeting, August 16-18.
 171. Long JC, Churrua K, Ellis LE, **Clay-Williams R**, Braithwaite J (2021). Making networks resilient: dealing with the loss of key players. Abstract and presentation at: The 9th Resilient Health Care Meeting, Virtual meeting, August 16-18.
 172. Ellis LA, Long JC, Sarkies M, Ree E, Wiig S, **Clay-Williams R**, Zurynski Y, & Braithwaite J (2021). System interactions: Exploration of individual and system resilient characteristics in the implementation of a community-based mental health intervention. Abstract and presentation at: The 9th Resilient Health Care Meeting, Virtual meeting, August 16-18.
 173. Deutsch E, Patterson M, **Clay-Williams R** (2021). Simulation: an honest broker to span boundaries Abstract and presentation at: The 9th Resilient Health Care Meeting, Virtual meeting, August 16-18.
 174. Austin E, Salmon P, Braithwaite J, **Clay-Williams R** (2021). Dynamic sustainability in the Emergency Department: Using Cognitive Work Analysis to model and design resilient systems. Abstract and presentation at: The 9th Resilient Health Care Meeting, Virtual meeting, August 16-18.
 175. Safi M, Ravnborg Thude B, Brandt Kristensen F, **Clay-Williams R** (2021). Supporting and managing the resilient performance of a medical ambulatory care using the Resilience Assessment Grid (RAG). Abstract and presentation at: The 9th Resilient Health Care Meeting, Virtual meeting, August 16-18.

176. Smaggus A, Long JC, Ellis LA, **Clay-Williams R**, Braithwaite J (2021). Resilient Health Care and Health Systems Resilience: Two sides of the same coin or different coins? Abstract and presentation at: The 9th Resilient Health Care Meeting, Virtual meeting, August 16-18.
177. Austin E, Blakely B, Salmon P, Braithwaite J, & **Clay-Williams R (senior author)** (2021). Identifying performance options and constraints on everyday clinical practice: Applying Cognitive Work Analysis to Emergency Department care. Lecture presented at the International Health Care Symposium on Human Factors and Ergonomics. Virtual meeting, 13 April.
- 178. Clay-Williams R**, Taylor N, Arnolda G, Braithwaite J. Deepening our Understanding of Quality in Australia (DUQuA): findings from a nation-wide, multi-level analysis of relationships between quality management systems and patient factors in 32 hospitals. Abstract and presentation at: ISQua 2021; 37th Conference of International Society for Quality in Health Care, Virtual meeting, 8-11 July.
- 179. Clay-Williams R**, Austin E, Ruane C, Braithwaite J. The human factors and ergonomics that contribute to a resilient Emergency Department: a thematic analysis. Abstract and presentation at: ISQua 2021; 37th Conference of International Society for Quality in Health Care, Virtual meeting, 8-11 July.
- 180.** Austin E, **Clay-Williams R**, Salmon P, Braithwaite J. Work Domain Analysis: a tool for helping hospital Emergency Departments cope with complexity. Abstract and presentation at: ISQua 2019; 36th Conference of International Society for Quality in Health Care, Capetown, South Africa, 20-23 October.
- 181. Clay-Williams R**, Taylor N, Hsuen P.Ting, Braithwaite J. Closing the loop: communicating research results to stakeholders through hospital benchmarking reports. Abstract and presentation at: ISQua 2019; 36th Conference of International Society for Quality in Health Care, Capetown, South Africa, 20-23 October.
182. **Clay-Williams R**, Wiles L, de Wet C, Braithwaite J, Hibbert P. Assessing the quality of the management of tonsillitis among Australian children: a population-based sample survey (Caretrack Kids). Abstract and presentation at: ISQua 2019; 36th Conference of International Society for Quality in Health Care, Capetown, South Africa, 20-23 October.
183. Rapport F, Braithwaite J, Shih P, **Clay-Williams R**. Determinants of Health and Wellbeing in Refractory Epilepsy: the Patient Reported, Implementation Science Model (PRISM). Abstract and presentation at: ISQua 2019; 36th Conference of International Society for Quality in Health Care, Capetown, South Africa, 20-23 October.
184. Tucker D, Lane P, **Clay-Williams R**, Freestun M, Johnson A (2019) Communicating for Safety: Challenges in a Resilient Healthcare Environment. Abstract and presentation at: The 8th Resilient Health Care Meeting, Awaji Island, Japan, August 26-28.
185. **Clay-Williams R**, Austin E, Hibbert P, Churruca K, Braithwaite J (2019). Resilient Health Care methods: Synthesising Resilient Health Care and Quality Improvement (QI) thinking to inform healthcare interventions. Abstract and presentation at: The 8th Resilient Health Care Meeting, Awaji Island, Japan, August 26-28.
186. Austin E, **Clay-Williams R**, Ali R, Dooley C, Zaouk H, Salmon P, Braithwaite J (2019). Resilient Health Care methods: Using Cognitive Work Analysis and Functional Resonance Analysis Method to improve understanding of patient flow in an Emergency Department. Abstract and presentation at: The 8th Resilient Health Care Meeting, Awaji Island, Japan, August 26-28.
187. Mitchell R, Faris M, Lystad R, Fajardo Pulido D, Norton G, Baysari M, **Clay-Williams R**, Hibbert P, Carson-Stevens A, Hughes C (2019). Operationalizing the

- WHO International Classification of Patient Safety Framework to identify incident characteristics and contributing factors for patient deaths in healthcare. Healthcare Ergonomics and Patient Safety conference, Lisbon, 3-5 July.
188. **Clay-Williams R**, Austin E, Blakely B, Braithwaite J (2018). Understanding everyday work in the hospital Emergency Department - clinician and patient perspectives. Abstract and presentation at: 7th Resilient Health Care Net (RHCN) Conference. Middelfart, Denmark, 13-15 August.
 189. Damen N, de Vos M, Moesker M, Braithwaite J, de Lind van Wijngaarden R, Kaplan J, Hamming J, **Clay-Williams R (senior author)** (2018) Preoperative anticoagulation management in everyday clinical care: an international comparative analysis of work-as-done using the functional resonance analysis method. Abstract and presentation at: 7th Resilient Health Care Net (RHCN) Conference. Middelfart, Denmark, 13-15 August.
 190. **Clay-Williams R**, Taylor N, Ting Hsuen P, Braithwaite J (2018). Organisation level quality processes in public hospitals: findings from the Deepening our Understanding of Quality in Australia (DUQuA) project. Abstract and presentation at: ISQua 2018; 35th Conference of International Society for Quality in Health Care, Kuala Lumpur, Malaysia 23-26 September.
 191. **Clay-Williams R**, Taylor N, Ting Hsuen P, Braithwaite J (2018). The clinician view: the relationship between clinicians leadership and culture and quality management in 32 Australian hospitals. Abstract and presentation at: ISQua 2018; 35th Conference of International Society for Quality in Health Care, Kuala Lumpur, Malaysia 23-26 September.
 192. **Clay-Williams R** (2018). Working safely in conditions of complexity and uncertainty: lessons from healthcare. Abstract and presentation at: 13th International Australian Aviation Psychology Association Conference, Sydney, 7-9 November.
 193. **Clay-Williams R**, Lane P, Camilleri L, Braithwaite J, Hughes C (2017). A new method for communicating in healthcare: negotiation for clinicians and healthcare executives. Presentation at: 7th International Patient Safety Conference, Mumbai, India, 1-2 December.
 194. **Clay-Williams R**, Braithwaite J (2017). Closing the gap between work-as-imagined and work-as-done: practical strategies for implementing resilient health care. Abstract and presentation at: ISQua 2017; 34th Conference of International Society for Quality in Health Care, London, UK, 1-4 October.
 195. Braithwaite J, Von Plessen C, Nicolaisen A, **Clay-Williams R** (2017). The relationship between quality improvement and resilient healthcare: nuances, complexities and trade-offs. Abstract and presentation at: ISQua 2017; 34th Conference of International Society for Quality in Health Care, London, UK, 1-4 October.
 196. **Clay-Williams R**, Blakely B, Winata T (2017). Using Functional Resonance Analysis Method (FRAM) to improve work process design: Part 1. Abstract and workshop presentation at: HFESA 2017; 6th Human Factors and Ergonomics Society of Australia conference, Wollongong, Australia, 27-29 November.
 197. **Clay-Williams R**, Blakely B, Winata T (2017). Using Functional Resonance Analysis Method (FRAM) to improve work process design: Part 2. Abstract and workshop presentation at: HFESA 2017; 6th Human Factors and Ergonomics Society of Australia conference, Wollongong, Australia, 27-29 November.
 198. **Clay-Williams R**, Taylor N, HSuen P.Ting, Hogden E, Winata T, Li Z, Braithwaite J (2017). Organisation level quality processes in public hospitals: overview of findings from the Deepening our Understanding of Quality in Australia

- (DUQuA) project. Abstract and presentation at: Royal Australasian College of Medical Administrators conference 2017, Melbourne, Australia, 19-20 October.
199. Taylor N, **Clay-Williams R**, HSuen P.Ting, Hogden E, Winata T, Li Z, Braithwaite J (2017). Care pathway quality in public hospitals: overview of findings from the Deepening our Understanding of Quality in Australia (DUQuA) project. Abstract and presentation at: Royal Australasian College of Medical Administrators conference 2017, Melbourne, Australia, 19-20 October.
 200. Johnson A, **Clay-Williams R**, Lane P (2017). Using the right tool for the job in a Resilient Healthcare System: creating value through a Framework for Better Care. Abstract and presentation at: 6th Resilient Health Care Net (RHCN) Conference. Vancouver, Canada, 14-17 August.
 201. **Clay-Williams R**, Blakely B (2017). Establishing a useful evidence base: research methods to support everyday work. Abstract and presentation at: 6th Resilient Health Care Net (RHCN) Conference. Vancouver, Canada, 14-17 August.
 202. Whitby L, Baysari M, **Clay-Williams R**, Tariq A (2016). Symposium: Improving job design in health – some success stories (and some failures). Abstract and presentation at: HFESA 2016; 5th Human Factors and Ergonomics Society of Australia conference, Gold Coast, Australia, 6-9 November.
 203. **Clay-Williams R**, Taylor N, Hogden E, Braithwaite J (2016). Undertaking large-scale research in Australia: encountering the complex web of ethics and governance in hospitals and health services. Abstract and presentation at: ISQua 2016; 33rd Conference of International Society for Quality in Health Care, Tokyo, Japan, 16-19 October.
 204. **Clay-Williams R**, Li Z, Lane P, Camilleri L, Winata T, Johnson A (2016). Training leaders for resilient health care: Negotiation 101 for healthcare executives. Abstract and presentation at: 2016 Human Ergonomics and Patient Safety conference. Toulouse, France, 5-7 October.
 205. **Clay-Williams R**, Blakely B, Lane P, Johnson A (2016). Resilience in acute health care: implementation of an ICU intervention – Part 2. Abstract and presentation at: 5th Resilient Health Care Net (RHCN) Conference. Middelfart, Denmark, 15-18 August.
 206. Lane P, **Clay-Williams R**, Johnson A (2016). Workshop: towards a movement Abstract and presentation at: 5th Resilient Health Care Net (RHCN) Conference. Middelfart, Denmark, 15-18 August.
 207. **Clay-Williams R**, Debono D, Braithwaite J (2016). Who are they, and why should I identify with them?' How 'knowing' colleagues can denote individuals, and improve and sustain patient care. Abstract and presentation at: 10th Annual Organisational Behaviour in Healthcare conference. Cardiff, UK, 4-6 April.
 208. Braithwaite J, **Clay-Williams R**, Taylor N, Debono D, Long J, Rapport F, Hogden A (2016). Improvements in patient safety in the real world: Safety-II in a resilient health system. Abstract and presentation at: 10th Annual Organisational Behaviour in Healthcare conference. Cardiff, UK, 4-6 April.
 209. Forero R, McDonnell G, **Clay-Williams R**, Hillman K (2015). Systems resilience and end-of-life care. Abstract and presentation at: 32nd Annual Scientific Meeting of the Australasian College for Emergency Medicine (ACEM-ASM 2015). Brisbane, Australia, 22-26 November.
 210. **Clay-Williams R**, Taylor N, Baysari M, Zalitis D (2015). Say "hello" to the camera: using simulation to test a video telehealth system and train healthcare professionals to develop rapport with callers. Abstract and presentation at: ISQua 2015; 32nd Conference of International Society for Quality in Health Care, Doha, Qatar, 4-7 October.

211. Taylor N, **Clay-Williams R**, Hogden E, Braithwaite J (2015). The patient view: testing and feasibility of the culturally adapted Patient Measure Of Safety. Abstract and presentation at: ISQua 2015; 32nd Conference of International Society for Quality in Health Care, Doha, Qatar, 4-7 October.
212. Lane P, **Clay-Williams R**, Johnson A (2015). The Ten Cs Model: a case from Townsville Australia. Abstract and presentation at: Resilient Health Care: moving from Safety-I to Safety-II Conference. Sydney, Australia, 10 August.
- 213.** Lane P, **Clay-Williams R** (2015). The ICU Escalation Plan: a case from Townsville Australia. Abstract and presentation at: 4th Resilient Health Care Net (RHCN) Conference. Sydney, Australia, 11-13 August.
214. Debono D, **Clay-Williams R**, Taylor N, Greenfield D, Braithwaite J (2015). Unlocking the potential of resilience in healthcare: using workarounds to expose what being 'good' at their job means for nurses. Abstract and presentation at: 4th Resilient Health Care Net (RHCN) Conference. Sydney, Australia, 11-13 August.
215. Taylor N, **Clay-Williams R**, Hogden E, Groene O, Braithwaite J (2015). High performing hospitals: a qualitative systematic review of associated factors and practical strategies for improvement. Abstract and presentation at: 7th International Shared Decision Making (ISDM) Conference and the 4th International Society for Evidence-Based Health Care (ISEHC) Conference, Sydney, Australia, 19-22 July.
216. Taylor N, **Clay-Williams R**, Hogden E, Braithwaite J (2015). The patient view: testing and feasibility of the culturally adapted Patient Measure Of Safety. Abstract and presentation at: 7th International Shared Decision Making (ISDM) Conference and the 4th International Society for Evidence-Based Health Care (ISEHC) Conference, Sydney, Australia, 19-22 July.
217. Baysari M, **Clay-Williams R**. (2015) Human Factors. Presentation at: Australian Institute of Health Care Symposium, Macquarie University, 31 March; Sydney.
218. Braithwaite J, **Clay-Williams R**, Taylor N, Pye V, Hogden E, Blakely B and Marks D. (2014) The future of health through research: leadership and systems improvement. Abstract and presentation at the Health Futures: Partnerships and Networks, The Royal Australasian College of Medical Administrators (RACMA) Conference. Sydney, Australia, 10-12 September.
- 219.** **Clay-Williams R**, Braithwaite J (2014). Realigning work as imagined and work as done: can training help? Abstract and presentation at: 3rd Resilient Health Care Net (RHCN) Conference. Middelfart, Denmark, 12-14 August.
- 220.** Braithwaite J, **Clay-Williams R** (2014). Understanding resilient clinical practices in Emergency Department ecosystems. Abstract and presentation at: 3rd Resilient Health Care Net (RHCN) Conference. Middelfart, Denmark, 12-14 August.
221. **Clay-Williams R**. (2014) Transforming practice: is system resilience the key? Presentation at: Australian Institute of Health Innovation Research Symposium, University of New South Wales, Sydney, Australia, 15 May.
- 222.** **Clay-Williams R**, Braithwaite J. (2013) Resilience or Swiss cheese: trade-offs and techniques for managing medical error in lean times. Abstract and presentation at: 2013 Royal Australian College of Medical Administrators (RACMA) Conference. Gold Coast, Australia, 4-6 September.
223. **Clay-Williams R**, Braithwaite J (2012) Crew Resource Management (CRM) in healthcare: the hidden benefits. Abstract and presentation at: 8th Annual Organisational Behaviour in Healthcare conference. Dublin, Ireland, 15-18 April.
224. **Clay-Williams R**. (2011) Usability testing in simulated environments: the Clinical Usability Rating of Equipment (CURE) Scale, Abstract and presentation at:

- SimHealth 2011; Australian Society for Simulation in Health Care (ASSH), Sydney, 12-15 September.
225. **Clay-Williams R**, Kelly M, Everett B, McDonnell G. (2011) Modelling clinical judgement to improve health care delivery: using "how nurses think" to manage the deteriorating patient, Abstract and presentation at: SimHealth 2011; Australian Society for Simulation in Health Care (ASSH), Sydney, 12-15 September.
 226. McDonnell G, Kelly M, **Clay-Williams R**. (2011) Clinical decision making for improved health care delivery: how can a computer-based model help?, Abstract and presentation at: SimHealth 2011; Australian Society for Simulation in Health Care (ASSH), Sydney, 12-15 September.
 227. **Clay-Williams R**, McIntosh C, Kerridge R, Braithwaite J. (2011) Beyond Kirkpatrick: evaluating health care team training interventions, Abstract and presentation at: ISQua 2011; 28th Conference of International Society for Quality in Health Care, Hong Kong, 14-17 September.
 228. **Clay-Williams R**, McIntosh C, Kerridge R, Braithwaite J. (2010) Multidisciplinary Crew Resource Management (CRM) in Health Care: Is Combined Classroom and Simulation- based Training Additive or Synergistic? Abstract and presentation at: SimTecT Health10; Australian Society for Simulation in Health Care (ASSH), Melbourne, August 30 - September 2.
 229. **Clay-Williams R**, Braithwaite J. (2009) Multidisciplinary crew resource management training in health care: Classroom, simulation or both. Abstract and presentation at: Advances in Public Health and Health Services Research Symposium, University of New South Wales, Sydney, Australia, May 1.
 230. **Clay-Williams R**, McIntosh C, Kerridge R, Braithwaite J. (2009) Multidisciplinary Crew Resource Management (CRM) in Health Care: Is Combined Classroom and Simulation- based Training Additive or Synergistic? Abstract and presentation at: SimTecT Health09; Australian Society for Simulation in Health Care (ASSH), Melbourne, September 7-11.
 231. **Clay-Williams R**, Braithwaite J (2008). The efficacy of classroom-based Crew Resource Management training in health care: What is the evidence base? Abstract and presentation at: 8th International Symposium of the Australian Aviation Psychology Association. Sydney, 8-11 April.

Conference abstracts and poster (refereed)

232. Goirand M, Austin E, **Clay-Williams R**. Engaging stakeholders in a substantive and transparent way when implementing ethics in medical AI: a qualitative study. Abstract, poster and short presentation at: Context Sensitive Health Informatics CSHI 2023, Sydney, Australia, July 5-6.
233. Li CM, Austin E, Carrigan A, **Clay-Williams R**. Patient journey at an Australian Oncology Clinical Trials Unit. Abstract and poster at: ISQua 2023; the 39th Conference of International Society for Quality in Health Care, Seoul, South Korea, August 28-31.
234. Safi M, **Clay-Williams R**, Ursin Grau T, Brandt F, Ravnborg Thude B. FRAM and LEAN as tools for describing and improving the referral process between outpatient clinics in a Danish hospital: complementary or conflicting? Abstract and poster at: ISQua 2023; the 39th Conference of International Society for Quality in Health Care, Seoul, South Korea, August 28-31.
235. Austin E, Salmon P, Braithwaite J, **Clay-Williams R**. Co-designing Emergency Department care: Using human factors tools to improve the safety, timeliness, and quality of care delivery. Abstract and poster at: ISQua 2022; the 38th Conference

- of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
236. Lo CY, **Clay-Williams R**, Elks B, Warren C, Braithwaite J, Rapport F. Stigma, quality of life, and the (in)visibility of cochlear implants. Abstract and poster at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
 237. Goirand M, Austin E, **Clay-Williams R**. Implementing ethics in medical AI is a complex issue that needs a systems approach. Abstract and poster at: ISQua 2022; the 38th Conference of International Society for Quality in Health Care, Brisbane, Australia, October 17-20.
 238. Hutchinson K, Herkes G, **Clay-Williams R**, Rapport F. Person-centred care: improving clinical decision making and shared care to optimise the management of people living with refractory epilepsy. Abstract and poster at: ISQua 2021; 37th Conference of International Society for Quality in Health Care, Virtual meeting, 8-11 July.
 239. Austin E, Tufanaru C, Braithwaite J, **Clay-Williams R**. Strategies to measure and improve Emergency Department performance: a scoping review. Abstract and poster at: ISQua 2021; 37th Conference of International Society for Quality in Health Care, Virtual meeting, 8-11 July.
 240. Hughes S, Hutchings H, Boisvert I, Braithwaite J, **Clay-Williams R**, McMahon C, Rapport F. Voice of the person as patient: enriching understanding of listening effort in hearing loss through patient reported outcomes. Abstract and poster at: ISQua 2021; 37th Conference of International Society for Quality in Health Care, Virtual meeting, 8-11 July.
 241. Rapport F, Braithwaite J, Cartmill J, **Clay-Williams R**. Designing gastroenterology operating theatres for peoples safety: the Australian FLOURISH study. Abstract and poster at: ISQua 2021; 37th Conference of International Society for Quality in Health Care, Virtual meeting, 8-11 July.
 242. Austin E, **Clay-Williams R**, Ali R, Dooley C, Zaouk H, Salmon P, Braithwaite J. Understanding work-as-done in the ED: new approaches to addressing the challenges of patient flow. Abstract and poster at: 36th Annual Scientific Meeting of the Australasian College for Emergency Medicine (ACEM 2019). Hobart, Australia, 17-21 November.
 243. Auton E, **Clay-Williams R**, Cartmill J, Rapport F. Fit for purpose? Organisational Productivity and workforce wellbeing in workspaces in hospital (FLOURISH): A multi-method qualitative study. Abstract and poster at: ISQua 2019; 36th Conference of International Society for Quality in Health Care, Capetown, South Africa, 20-23 October.
 244. Lane P, Freestun M, Johnson A, Tucker D, & **Clay-Williams R**. (2019). Healthcare leadership: enabling resilience by understanding complexity. Abstract and poster at: The 8th Resilient Health Care Meeting, Awaji Island, Japan, August 26-28.
 245. Ellis LA, Churruca K, **Clay-Williams R**, Pomare C, Long JC, Austin E, & Braithwaite J. (2019). Work as imagined? Exploring pattern in the published resilient health care literature. Abstract and poster at: The 8th Resilient Health Care Meeting, Awaji Island, Japan, August 26-28.
 246. Taylor N, **Clay-Williams R**, Ting Hsuen P, Braithwaite J (2018). The patient view: the relationship between patient reported measures of safety and quality management in 27 Australian hospitals. Abstract, presentation and E-poster at: ISQua 2018; 35th Conference of International Society for Quality in Health Care, Kuala Lumpur, Malaysia 23-26 September.

247. **Clay-Williams R**, Hibbert P, Travaglia J, Braithwaite J (2018). Quality and safety in complex adaptive systems: development of a new clinical governance framework for Australian medical administrators. Abstract and poster at: ISQua 2018; 35th Conference of International Society for Quality in Health Care, Kuala Lumpur, Malaysia 23-26 September.
248. Buikstra E, **Clay-Williams R**, Braithwaite J, Strivens E (2018). Optimising discharge planning for the older person. Abstract and poster at: ISQua 2018; 35th Conference of International Society for Quality in Health Care, Kuala Lumpur, Malaysia 23-26 September.
249. Blakely B, Hutchison K, Rogers W, Gillatt D, Vicaretti M, Churras K, **Clay-Williams R** (2018). Is this a new procedure or a variation? Usability testing of a checklist to identify surgical innovation. Abstract and poster at 42nd World Hospital Congress, Brisbane, Australia, 10-12 October.
250. Van Dun B, Bardy F, Wong C, Rapport F, **Clay-Williams R**, and Savage G (2018). Automated objective estimation of hearing thresholds in clients with dementia using cortical auditory evoked potentials. Abstract and oral poster presentation at: Audiology Australia XXII National Conference, Sydney, Australia, 20-24 May.
251. **Clay-Williams R**, Lane P, Camilleri L, Braithwaite J (2017). A new method for communicating in healthcare: negotiation for clinicians and healthcare executives. Abstract and poster at: 7th International Patient Safety Conference, Mumbai, India, 1-2 December.
252. **Clay-Williams R**, Blakely B, Lane P, Braithwaite J (2017). An intervention to improve resilience in acute healthcare: implementation of an ICU escalation plan. Abstract and poster at: 7th International Patient Safety Conference, Mumbai, India, 1-2 December.
253. **Clay-Williams R**, Blakely B, Lane P, Braithwaite J (2017). An intervention to improve resilience in acute healthcare: implementation of an ICU escalation plan. Abstract and poster at: ISQua 2017; 34th Conference of International Society for Quality in Health Care, London, UK, 1-4 October.
254. **Clay-Williams R**, Lane P, Camilleri L, Braithwaite J (2017). A new method for communicating in healthcare: negotiation for clinicians and healthcare executives. Abstract and poster at: ISQua 2017; 34th Conference of International Society for Quality in Health Care, London, UK, 1-4 October.
255. Forero R, **Clay-Williams R**, McDonnell G, Hillman K (2017). Back to the future: systems resilience and end-of-life care. Abstract and poster at: ACEPEL 2017; International society of Advance Care Planning and End of Life Care Conference, Banff, Canada, 6-9 September.
256. **Clay-Williams R**, Taylor N, Hogden E, Li Z, Selwood A, Winata T, Braithwaite J (2016). Undertaking large scale research: the complex web of ethics and governance. Abstract and poster at: NHMRC Symposium on Research Translation 2016, Melbourne, Australia, 23 November.
257. **Clay-Williams R**, Taylor N, Hogden E, Li Z, Selwood A, Winata T, Braithwaite J (2016). Deepening our understanding of research governance in Australia: the complications of multi-centre health services research. Abstract and poster at: Royal Australasian College of Medical Administrators conference 2016, Brisbane, Australia, 13-14 October.
258. Lane P, Johnson A, **Clay-Williams R**, Klug M (2015). Negotiation: influencing change in a complex adaptive system. Invited poster at Hospital Authority Convention 2015, Hong Kong, 18-19 May.

259. Johnson A, Lane P, **Clay-Williams R**, Klug M (2015). Creating value in healthcare: the role of intensive negotiation skills training. Invited poster at Hospital Authority Convention 2015, Hong Kong, 18-19 May.
260. **Clay-Williams R**, Taylor N, Hogden E, Braithwaite J (2015). Making the medical manager: educating clinical leaders through collaboration in research. Abstract and poster at: ISQua 2015; 32nd Conference of International Society for Quality in Health Care, Doha, Qatar, 4-7 October.
261. **Clay-Williams R**, Hounsgaard J, Braithwaite J (2015). From policy to practice: a new way of developing protocols that work. Abstract and poster at: ISQua 2015; 32nd Conference of International Society for Quality in Health Care, Doha, Qatar, 4-7 October.
262. Taylor N, **Clay-Williams R**, Hogden E, Groene O, Braithwaite J (2015). High performing hospitals: a qualitative systematic review of associated factors and practical strategies for improvement. Abstract and poster at: ISQua 2015; 32nd Conference of International Society for Quality in Health Care, Doha, Qatar, 4-7 October.
263. **Clay-Williams R**, Taylor N, Baysari M, Zalitis D, Georgiou A (2015). Say "hello" to the camera: using simulation to test a video telehealth system and train healthcare professionals to develop rapport with callers. Abstract and poster at: 7th International Shared Decision Making (ISDM) Conference and the 4th International Society for Evidence-Based Health Care (ISEHC) Conference, Sydney, Australia, 19-22 July.
264. **Clay-Williams R**, Taylor N, Hogden E, Braithwaite J (2015). Making the medical manager: educating clinical leaders through collaboration in research. Abstract and poster at: 7th International Shared Decision Making (ISDM) Conference and the 4th International Society for Evidence-Based Health Care (ISEHC) Conference, Sydney, Australia, 19-22 July.
265. Hounsgaard J, **Clay-Williams R** (2015). Improving implementation of protocols in the ICU. Abstract and poster at: International Forum on Quality and Safety in Health Care. London, 21-24 April.
266. **Clay-Williams R**, Johnson J, Plumb J, Hawke C, Dalton H, Kennedy P, Yeung W, MacKender D, Shannon G. (2014). An Evaluation of a Complex Social Intervention to Build High Reliability Patient Care Teams. Abstract and poster at: ISQua 2014; 31st Conference of International Society for Quality in Health Care, Rio de Janeiro, Brazil, 5-8 October.
267. Johnson A, Lane P, **Clay-Williams R**, Braithwaite J. (2014). Towards resilience: the evolution and unveiling of a new improvement science model. Abstract and poster at: ISQua 2014; 31st Conference of International Society for Quality in Health Care, Rio de Janeiro, Brazil, 5-8 October.
268. Lane P, Senthuran S, **Clay-Williams R**, Johnson A. (2014). Hospital intensive care at the edge: optimizing safety and efficiency. Abstract and poster at: ISQua 2014; 31st Conference of International Society for Quality in Health Care, Rio de Janeiro, Brazil, 5-8 October.
269. Johnson J, **Clay-Williams R**, Plumb J, Hawke C, Dalton H, Kennedy P, Yeung W, MacKender D, Shannon G. (2014). An Evaluation of a Complex Social Intervention to Build High Reliability Patient Care Teams. Abstract and poster at: International Forum on Quality & Safety in Healthcare. Paris, France, 8-11 April.
270. **Clay-Williams R**, McIntosh C, Kerridge R, Braithwaite J. (2011) Beyond Kirkpatrick: evaluating health care team training interventions, Abstract and poster at: ISQua 2011; 28th Conference of International Society for Quality in Health Care, Hong Kong, 14-17 September.

271. **Clay-Williams R**, Braithwaite J. (2011) Team skills training in health care: when, what and how?, Abstract and poster at: ISQua 2011; 28th Conference of International Society for Quality in Health Care, Hong Kong, 14-17 September.
272. **Clay-Williams R**, Kerridge R, McIntosh C, Braithwaite J. (2009) Multidisciplinary crew resource management (CRM) in health care: is combined classroom and simulation-based training additive or synergistic? Abstract and poster at: The Ninth Annual International Meeting on Simulation in Health care, Lake Buena Vista, Florida, United States of America, January 9.
273. **Clay-Williams R**, McIntosh C, Kerridge R, Braithwaite J. (2009) Multidisciplinary Crew Resource Management (CRM) in Health Care: Is Combined Classroom and Simulation- based Training Additive or Synergistic? Abstract and poster at: SimTecT Health09; Australian Society for Simulation in Health Care (ASSH), Melbourne, September 7-11.

Government, Technical Reports and Monographs

1. Lo CY, Rapport F, & **Clay-Williams R**. (2022) The (in)visibility of deafness: aesthetic considerations of discreet cochlear implants: An executive report prepared for Cochlear Limited.
2. **Clay-Williams R**, Mitchell R, Braithwaite. (2022) Systems thinking and implementation: Department of Social Services Final summary Report. Sydney: Australian Institute of Health Innovation, Macquarie University.
3. **Clay-Williams R**, Mitchell R, Braithwaite. (2022) Systems thinking and implementation: Department of Social Services Workshop 4 Report. Sydney: Australian Institute of Health Innovation, Macquarie University.
4. Do V, Arnolda G, Lystad RP, Tran Y, **Clay-Williams R**, Braithwaite J, Hibbert P, Mitchell R. (2021) Developing risk assessment models for medical practitioners at-risk of receiving a complaint. Sydney: Australian Institute of Health Innovation, Macquarie University.
5. **Clay-Williams R**, Hibbert P, Carrigan A, Roberts N, Braithwaite J. (2021) Innovative models of care for hospitals of the future: findings and recommendations. Australian Institute of Health Innovation, Macquarie University; Western Sydney Local Health District; Health Infrastructure.
6. Carrigan A, Roberts N, **Clay-Williams R**, Hibbert P, Pomare C, Mahmoud Z, Maka K, Mitchell R, Zurynski Y, Long J, Rapport F, Arnolda G, Loy G, Braithwaite J. (2021) Consumer and Provider Consultations on Innovative Models of Care and the Rouse Hill Health Facility - Report. Australian Institute of Health Innovation, Macquarie University; Western Sydney Local Health District; Health Infrastructure.
7. **Clay-Williams R**, Mitchell R, Braithwaite. (2021) Systems thinking and implementation: Department of Social Services Workshop 3 Report. Sydney: Australian Institute of Health Innovation, Macquarie University.
8. Mitchell R, **Clay-Williams R**, Braithwaite. (2021) Systems thinking and implementation: Department of Social Services Workshop 2 Report. Sydney: Australian Institute of Health Innovation, Macquarie University.
9. Mitchell R, **Clay-Williams R**, Braithwaite. (2021) Systems thinking and implementation: Department of Social Services Workshop 1 Report. Sydney: Australian Institute of Health Innovation, Macquarie University.
10. Roberts N, Carrigan A, **Clay-Williams R**, Hibbert P, Mahmoud Z, Pomare C, Fajardo-Pulido D, Meulenbroeks I, Knaggs G, Austin E, Churruca K, Ellis LA, Long JC, Hutchinson K, Best S, Nic Giolla Easpaig B, Sarkies M, Francis-Auton E, Hatem S, Dammary G, Nguyen MT, Nguyen HM, Arnolda G, Rapport F, Mitchell R, Zurynski Y, & Braithwaite J. (2021) Innovative models of care for hospitals of the future: An

- integrative review of the grey and academic literature. Prepared for the Western Sydney Local Health District and Health Infrastructure.
11. Rapport F, Magrabi R, Li L, **Clay-Williams R**, Zurynski Y, Proctor C, Preda V. (2021) Macquarie University MD Research Program: evaluation report. Sydney: Australian Institute of Health Innovation.
 12. Braithwaite J, Hibbert P, **Clay-Williams R**, Long J, Sarkies M, Mahmoud Z, Sequeira N. (2020) Leveraging MQ Health for the benefit of regional, rural and remote areas of Australia. Sydney: Australian Institute of Health Innovation. 18pp.
 13. Smith K, Meulenbroeks I, Mahmoud Z, Zurynski Y, **Clay-Williams R**, Long J, Sarkies M, Ellis L, Gibbons K, Pomare C, Nguyen K, Clay C, Braithwaite J. (2020) Reducing surgical waitlist times in Australia. Sydney: Australian Institute of Health Innovation and NHRMC Partnership Centre for Health System Sustainability.
 14. **Clay-Williams R**, Zurynski Y, Long J, Meulenbroeks I, Austin E, Mahmoud Z, Ellis L, Knaggs G, Fajardo Pulido D, Braithwaite J. (2020) Hospital funding models: a rapid review prepared for the Medical Staff Council Western Sydney Local Health District. Sydney: Western Sydney Local Health District. 30pp.
 15. Austin E, Do V, Nullwala R, Fajardo Pulido G, Hibbert P, Braithwaite J, Arnolda G, Wiles L, Theodorou T, Tran Y, Lystad R, Hatem S, Long J, Rapport F, **Clay-Williams R (senior author)**. (2020) The factors and key indicators that identify doctors at risk of impaired performance and malpractice: a systematic review. Sydney: Medical Council of New South Wales. 107pp.
 16. Baysari M, **Clay-Williams R**, Loveday T. (2020) A human factors resource for healthcare professionals and health services staff. Australian Institute of Health Innovation, Macquarie University: Sydney, Australia. ISBN 978-0-9946170-1-9
 17. Zurynski Y, Ellis L, Tong HL, Laranjo da Silva L, **Clay-Williams R**, Testa L & Groedahl A. (2019) Evidence Check: Effectiveness of mental health electronic medical records The Sax Institute for the NSW Ministry of Health, Sydney, Australia.
 18. Auton E, **Clay-Williams R**, Cartmill J, Braithwaite J & Rapport F. (2019) Final report: Fit for purpose? Organisational productivity and workforce wellbeing in workspaces in Hospital (FLOURISH): A pilot study. Australian Institute of Health Innovation, Macquarie University: Sydney, Australia.
 19. **Clay-Williams R**, Blakely B, Selwood A, Austin E, Lane P, Camilleri L, Johnson A. (2019) Evaluation of the Townsville Hospital and Health Service Resilience and Patient Safety (RAPS) Program. Australian Institute of Health Innovation, Macquarie University: Sydney, Australia. ISBN-13: 978-1-86408-843-4
 20. **Clay-Williams R**, Blakely B, Selwood A, Austin E. (2019) New Era Accreditation Project: Semi-Structured Interviews for Onsite Assessment: A Report Prepared for the New Era Working Group, Queensland Health. Sydney, Australia.
 21. Hibbert P, Blakely B, **Clay-Williams R**, Braithwaite J. (2019) Incident Management Systems – a national approach to enhance patient safety. Australian Commission for Safety and Quality in Healthcare: Sydney, Australia.
 22. Hibbert P, **Clay-Williams R**, Basedow M, Braithwaite J. (2019) Evaluation of SA Health's Leading Health Transformation Program. Hibbert Healthcare Group: Adelaide, Australia.
 23. Baysari M, **Clay-Williams R**. (2019) Usability evaluation of Rapid Detection and Response Adult Observation Chart (MR59A). SA Health: Adelaide, Australia.
 24. Hibbert P, **Clay-Williams R**, Baysari M, Loveday T, Magrabi F. (2019) Heuristic Analysis of four preferred solutions for the Enterprise Chemotherapy Prescribing System. SA Health: Adelaide, Australia.
 25. Baysari M, **Clay-Williams R**. (2019) Review of NIMC specialized medication charts – incorporation of PBS fields. Australian Commission for Safety and Quality in Healthcare: Sydney, Australia.

26. **Clay-Williams R**, Taylor N, Braithwaite J. (2018) Deepening our Understanding of Quality In Australia (DUQuA) Benchmarking Reports (32 Reports to participating hospitals). Australian Institute of Health Innovation, Macquarie University: Sydney, Australia.
27. **Clay-Williams R**, Blakely B, Austin E, Lane P, Senthuran S, Johnson A. (2018) Report on the Resilience Based Implementation of an ICU Intervention. Australian Institute of Health Innovation, Macquarie University: Sydney, Australia. ISBN: 978-0-85837-024-1
28. Rapport F, Hogden A, Faris M, Bierbaum M, **Clay-Williams R**, Long J, Shih P, Seah R, and Braithwaite J. (2018) Qualitative Research in Healthcare – Modern Methods, Clear Translation: A White Paper. Australian Institute of Health Innovation, Macquarie University: Sydney, Australia. ISBN: print version 978-0-85837-036-4; e-book 978-0-85837-000-5
29. Braithwaite J, Herkes J, Churruca K, Long J, Pomare C, Boyling C, Bierbaum M, **Clay-Williams R**, Rapport F, Shih P, Hogden A, Ellis L, Ludlow K, Austin E, Seah R, McPherson E, Hibbert P, Westbrook J. (2018) Assessing Individual Researcher Achievement Models and New Metrics used for the Assessment of an Individual's Research Achievements including Analyses of Approaches Used by Key International Research Funding Bodies: a report prepared for the National Health and Medical Research Council (NHMRC). Sydney, Australia. Australian Institute of Health Innovation, Macquarie University.
30. **Clay-Williams R**, Travaglia J, Hibbert P, Braithwaite J (2017). Clinical Governance Framework: a report prepared for the Royal Australasian College of Medical Administrators (RACMA). Sydney, Australia. Australian Institute of Health Innovation, Macquarie University.
31. Braithwaite J, Churruca K, Ellis L, Long J, **Clay-Williams R**, Damen N, Herkes J, Pomare C, Ludlow K (2017). Complexity science in healthcare - aspirations, approaches, and applications: a white paper. Sydney, Australia. Australian Institute of Health Innovation, Macquarie University.
32. **Clay-Williams R**, Lane P, Camilleri L, Johnson A (2016). Report of the evaluation of negotiation skills training at Townsville Hospital and Health Service. Sydney, Australia. Australian Institute of Health Innovation, Macquarie University. ISBN 978-1-74138-442-0
33. Taylor N, Georgiou A, Byrne M, Baysari M, **Clay-Williams R**, Li L, Xiong J, Robinson M, Zalitis D, Braithwaite J, Westbrook J. (2014). Evaluation of the PBB VCC video telehealth service: Video Consultation Capability Project final report. Sydney, Australia. Healthdirect, Australia.
34. Taylor N, Baysari M, **Clay-Williams R**, Georgiou A. (2014). Report on findings from the PBB VCC simulation and pre-implementation interviews: Video Consultation Capability Project final report. Sydney, Australia. Healthdirect, Australia.
35. Johnson J, **Clay-Williams R**, Plumb J (2013). Report of the Part II Evaluation of the Acute Medical Unit at Orange Health Service. Sydney, Australia. Australian Institute of Health Innovation, University of New South Wales. ISBN 978-0-7334-3440-2
36. **Clay-Williams R**, Braithwaite J (2013). Doctors in executive management: a systematic review of the peer-reviewed literature. Sydney, Australia. Australian Institute of Health Innovation, University of New South Wales. ISBN 978-0-7334-3277-4

Letters to the Editor

- Colligan L, **Clay-Williams R**, Hounsgaard J, Anderson J. (2021) Appropriate Application of Safety II to US Health Care. *The Joint Commission Journal on Quality and Patient Safety* 47;10:677-687.
- Braithwaite J, **Clay-Williams R**, Taylor N. (2018) Multi-centre health services research governance: potential solutions to the burden of regulation and bureaucracy. *Medical Journal of Australia*

Non-refereed articles

- **Clay-Williams R**, Braithwaite J. COVID-19: we need health services researchers in hospitals now. *MJA InSight*, 16 March 2020.
- **Clay-Williams R**, Braithwaite J. Hospital Emergency Department performance: should we be measuring more than waiting and treatment times? *AHHA The Health Advocate*, May 2020.
- **Clay-Williams R**, Braithwaite J. Does hospital quality management make a difference to patients? *MJA InSight*, 17 February 2020.

Recent media interviews

- **Clay-Williams R**. (2023) ABC Radio National, PM program: Patients sicker, waiting longer: NSW health numbers revealed, 6 September. Radio interview with Tom Melville.
- **Clay-Williams R**. (2022) 22CC Canberra, Drive program: Emergency Department overcrowding, 6 June. Radio interview with Leon Delaney.
- **Clay-Williams R**. (2020) 2ser 107.3 Sydney: Gender Troubles, 9 March. Radio interview with Ryan Stanton.
- **Clay-Williams R**. (2019) SBS Insight: Female Firsts, 10 September. Panel member interview with Jenny Brockie.
- Braithwaite J, **Clay-Williams R**, Vecellio E, Marks D, Hooper T, Westbrook M, Westbrook J, Blakely B and Ludlow K. (2016) ABC News, the Midday Program, 12 August (12.35pm). Interview with Jeremy Fernandez.
- Braithwaite J, **Clay-Williams R**, Vecellio E, Marks D, Hooper T, Westbrook M, Westbrook J, Blakely B and Ludlow K. (2016) ABC Hobart Radio, 12 August (8.50am). Interview with Nick Bosly-Pask.

Webinars, podcasts, blogs

- **Clay-Williams R**. Deepening our Understanding of Quality in Australia (DUQuA): lessons from a nation-wide study on relationships between quality management systems and patient factors in 32 Australian hospitals. *Zoom lecture: Master of Health Management, School Of Public Health & Social Work, Queensland Institute of Technology, Brisbane, 30 March 2020.*
- **Clay-Williams R**, Braithwaite J, Taylor N. Deepening our Understanding of Quality in Australia (DUQuA): lessons from a nation-wide study on relationships between quality management systems and patient factors in 32 Australian hospitals. *Webinar: Australian Health and Hospitals Association, Sydney, 26 February 2020.*

- **Clay-Williams R**, Taylor N. Deepening our Understanding of Quality in Australia (DUQuA): lessons from a nation-wide study on relationships between quality management systems and patient factors in 32 Australian hospitals – Emergency Departments and Patient Measures of Safety. *Podcast: Australian Health and Hospitals Association*, Sydney, 18 February 2020.
- Grundy Q, Hutchison K, Johnson J, Blakely B, **Clay-Williams R**, Richards B, Rogers W. A sales rep and a doctor walk into a theatre – why this is no joke <https://blogs.bmj.com/medical-ethics/2018/07/04/a-sales-rep-and-a-doctor-walk-into-a-theatre-why-this-is-no-joke/> Blog: Journal of Medical Ethics. Posted 4 July 2018, M.King
- **Clay-Williams R**. MJA Deepening our Understanding of Quality in Australia (DUQuA): ethics *Podcast: Medical Journal of Australia*, 5 March 2018
- **Clay-Williams R**, Braithwaite J. Patient Safety and Resilient Health Care, ISQua fellowship training *Webinar: International Society for Quality in Health Care* 2017

Non-refereed presentations, workshops, and seminars

- Sarkies MN, Francis-Auton E, Long JC, Partington A, Pomare C, **Clay-Williams R**, Westbrook J, Levesque J-F, Rapport F, Watson DE, Braithwaite J. (2021). Avoiding unnecessary hospitalization for patients with chronic conditions: implementation determinants for hospital avoidance programs. *Oral presentation at the Evidence and Implementation Summit 2021 – Bringing together evidence, implementation, policy, and politics: Towards a better future for all, Sydney, Australia*, 30-31 March.
- **Clay-Williams R** (2020). Deepening our Understanding of Quality in Australia (DUQuA): lessons from a nation-wide study on relationships between quality management systems and patient factors in 32 Australian hospitals. *Queensland University of Technology, Master of Public Health and community Medicine*, 30 March.
- **Clay-Williams R** (2020). Resilient health care. *Cancer Services Group, Liverpool Hospital Sydney, Australia*, 12 February.
- **Clay-Williams R**, Austin E. (2019) Human Factors. *University of New South Wales, Master of Health Management, Sydney*, 8 November.
- **Clay-Williams R**, Winata T. (2019) FRAM workshop for Osteoarthritis guidelines project. *Sydney University*, 4 December.
- **Clay-Williams R**, Austin E. (2019) Clinical Governance and Risk Management. *University of New South Wales, Master of Health Management, Sydney*, 15 November.
- **Clay-Williams R** (2019). TEDx talk: Gender based design, September 21. Accepted onto the global TED platform, [TED.com/Clay-Williams](https://www.ted.com/speakers/clay-williams)
- Johnson A, Lane P, Freestun M, Tucker D, & **Clay-Williams R**. (2019). Negotiation Skills. Workshop at: The 8th Resilient Health Care Meeting, Awaji Island, Japan, August 26-28.
- **Clay-Williams R**. (2019) Human behaviour in complex systems; *Australian National University, Systems Engineering for Software Engineers, Canberra*, 25 September.
- **Clay-Williams R**. (2018) Clinical Governance and Risk Management. *University of New South Wales, Master of Health Management, Sydney*, 27 September.
- **Clay-Williams R**. (2018) Human behaviour in complex systems; *Australian National University, Systems Engineering for Software Engineers, Canberra*, 19 September.

- **Clay-Williams R** (2018). Usability testing of medical devices and technology. *Therapeutics Centre Research Seminar*, Department of Clinical Pharmacology & Toxicology, St Vincent's Hospital Sydney, Australia, 27 July.
- **Clay-Williams R** (2018). Resilient Health Care. *Northern Sydney Local Health District Safety & Quality Workshop*, Sydney, Australia, 14 June.
- Braithwaite J, **Clay-Williams R** (2018). Resilient Health Care. *Northern Sydney Local Health District Safety & Quality Workshop*, Sydney, Australia, 21 March.
- **Clay-Williams R** (2018). Clinical governance. *Royal Australasian College of Medical Administrators (RACMA) Professional Forum*, Sydney, Australia, 6 April.
- **Clay-Williams R** (2017). Stories of resilience: the healthcare perspective. *Thiess Safety Network Forum*, Noosa Heads, Australia, 8 November.
- **Clay-Williams R.** (2017) Clinical Governance and Risk Management. *University of New South Wales, Master of Health Management*, Sydney, 27 September.
- **Clay-Williams R** and Braithwaite J (2017) Expert panel presentation: Doctors using research to support innovation and reform – a health services research case study (DUQuA). *Royal Australasian College of Medical Administrators (RACMA) Winter Forum*, Melbourne, Australia, 15 June.
- **Clay-Williams R**, Hibbert P, Braithwaite J and Kolbe A. (2017) Adaptive leadership and systems thinking: practical strategies for managing safety and complexity. *Royal Australasian College of Medical Administrators (RACMA) Winter Forum*, Melbourne, Australia, 15 June.
- **Clay-Williams R**, Hibbert P, Travaglia J, Braithwaite J and Mullins L. (2017) Positioning the medical administrator in the clinical governance system. *Royal Australasian College of Medical Administrators (RACMA) Winter Forum*, Melbourne, Australia, 16 June.
- **Clay-Williams R.** (2017) Improving productive safety in the ED: integrating the patient perspective into learning about 'work-as-done', *Ingham Institute of Applied Medical Research*, Sydney, 6 June.
- **Clay-Williams R.** (2017) Human behaviour in complex systems; *Australian National University, Systems Engineering for Software Engineers*, Canberra, 26 April.
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- Winata T, **Clay-Williams R**, Wiles L, Long J, Rapport F, Churruca K, Mumford V, Taylor N and Braithwaite J. (2016) How can healthcare work better? Breathless in Macquarie: getting great care for asthma and other conditions. *Macquarie Minds Showcase*, Macquarie University, Sydney, Australia, 14 December.
- **Clay-Williams R**, Taylor N, Ting P, Li Z, Hogden E, Winata T, Selwood A and Braithwaite J. (2016) Undertaking Large-Scale Research in Australia: Encountering the Complex Web of Ethics and Governance in Hospitals and Health Services. *Presentation to the meeting of Deputy Vice-Chancellors (Research) in NSW*, Sydney, Australia, November 15.
- **Clay-Williams R.** (2016) Human behaviour in complex systems; *Australian National University, Systems Engineering for Software Engineers*, Canberra, 20 April.
- **Clay-Williams R.** (2015) Human behaviour in complex systems; *Australian National University, Systems Engineering for Software Engineers*, Canberra, 13 May.
- Braithwaite J, **Clay-Williams R**, Johnson A, Lane P. (2014) Resilient health care. Workshops (2) at: 2014 Royal Australian College of Medical Administrators (RACMA) Conference. Sydney, Australia, 10-12 September.

- Braithwaite J, Hibbert P, Hunt T, Wiles L, **Clay-Williams R**, Taylor N, Pye V, Hogden E. (2014) The future of patient safety and quality of care. St Vincent's Hospital, Sydney; 25 September.
- **Clay-Williams R**. (2014) Human behaviour in complex systems; Australian National University, Systems Engineering for Software Engineers, Canberra, 19 March.
- Braithwaite J, **Clay-Williams R**. (2013) Resilience as an alternative to old ways of thinking about patient safety. Imperial College, London, UK; 24 October.
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- Braithwaite J, **Clay-Williams R**. (2013) Embracing the unexpected: resilience engineering in Australian healthcare, Webinar, The Royal Australian College of Medical Administrators (RACMA), Sydney, 14 August.
- **Clay-Williams R**. (2013) Human behaviour in complex systems; Australian National University, Staff seminar, Systems Engineering for Software Engineers, Canberra, 29 April.
- **Clay-Williams R**. (2013) Human behaviour in complex systems, Presentation at: Unravelling complexity: complexity of human behaviour; Australian National University, Vice-Chancellor's Course VCUG3001/VCPG6001, Canberra, 26 March.
- **Clay-Williams R**. (2012) Human behaviour in complex systems; Australian National University, Staff seminar, Systems Engineering for Software Engineers, Canberra, 15 May.
- **Clay-Williams R**. (2012) Human behaviour in complex systems; Australian National University, COMP3530 Systems Engineering for Software Engineers, Canberra, 15 May.
- **Clay-Williams R**. (2011) Human Error, Presentation at: Unravelling complexity: complexity of human behaviour; Australian National University, Vice-Chancellor's Course VCUG3001/VCPG6001, Canberra, 30 August.
- **Clay-Williams R**, Braithwaite J. (2011) Waverley War Memorial Hospital Leadership Day; Workshop at Waverley War Memorial Hospital, Sydney, July 28.
- **Clay-Williams R**, Braithwaite J. (2011) Teamwork and communication: what healthcare can really learn from aviation – making it work; The 6th Annual ACHS Executive Masterclass; Two day workshops at Melbourne 5-6 May, Sydney 9-10 May, and Brisbane 12-13 May.
- **Clay-Williams R**. (2009) Connect Team Training. Crew Resource Management (CRM) Workshop at HNE Health, Newcastle, Australia, February 18, March 11, March 17, May 19, August 8.
- **Clay-Williams R**, Stone J. (2009) Communicating in chaos - Getting your message across in a complex time-critical environment. CRM Workshop at ACT Health, Canberra, Australia, August 26.
- **Clay-Williams R**, Stone J. (2009) Draining the swamp - Focusing on the objective in a complex time-critical environment. CRM Workshop at ACT Health, Canberra, Australia, August 27.
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- **Clay-Williams R**, Braithwaite J (2012). F1000 review of: Chan J, Shojania KG, Easty AC, Etchells EE. Usability evaluation of order sets in a computerised provider order entry system. *BMJ Quality & Safety* 2011;20(11):932-40.

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Professional Memberships

- Fellow International Society for Quality in Health Care (FISQua; 2018-present)
- Founding Member of the Resilient Health Care Society (RHCS; 2020-present); Secretary
- Member Human Factors and Ergonomics Society (2011-present)
- Member Human Factors and Ergonomics Society of Australia; International Ergonomics Association (2016-present); NSW Committee Representative
- Member Society of Experimental Test Pilots (1996-present)
- Member Flight Test Society of Australia (1993-2004)
- Member International Society for Simulation in Health care (2010-2018)
- Member Australian Society for Simulation in Health care (2010-2014)

Professional Experience – Royal Australian Air Force

2024-present Group Captain, RAAF Reserve Forces

- Implemented Resilient Health Care principles in Defence combat health services.

2001-2003 Officer Commanding No 85 Wing.

- Commanded the Test and Training Wing of the Australian Air Force Transport (Air Lift) Group. The testing conducted by subordinate Squadrons included all operational transport, aerial delivery, and air movements testing for Air Force and Army. The training conducted by subordinate Squadrons included all operational and conversion aircrew and technical ground crew training, and responsibility for Air Lift Group Level 5 Flight Simulators.
- Specialist consultant to Defence Airworthiness Authority on Crew Resource Management.
- Developed and conducted Crew Resource Management Initial and Ongoing Training for Air Lift Group Aircrew (300+ personnel).
- Restructured Air Transport Test and Training Wing to achieve (for the first time and in under twelve months) satisfaction of Air Lift Group training goals and requirements.

2000-2001 Defence Acquisition Specialist.

- Internal consultant to Department of Defence Acquisitions Management for certification, test and acquisition of new capital equipment.

1999-2000 Officer in Charge C-130J Project – USA.

- Led USA-based Australian Air Force C-130J acquisition team, resulting in acceptance of twelve military airlift aircraft and associated systems, on budget and exceeding specification.

1995-1999 C-130J Resident Test Pilot.

- Conducted experimental, engineering and production flight test, from initial development testing through to acquisition acceptance testing on the C-130J 'Hercules' military transport aircraft. Full participant in the Lockheed Martin test programme.
- Instrumental in deficiency identification, redesign and flight testing of C-130J Throttle Quadrant, Head-Up Display (HUD), Stall Warning System, Sideslip Warning and Indication System, and Strategic and Tactical Flight Management System.
- Accelerated promotion to Wing Commander.

1994-1995 Transport Test Pilot – Aircraft Research and Development Unit (ARDU)

- Test pilot, transport and training aircraft.
- Conducted research in support of Defence Force objectives.

1993-1994 Test Pilot Course, UK.

- Test flew operational, training and developmental military and civilian aircraft in UK, Germany, Russia, and Czech Republic.

1992-1993 Military Flying Instructor – 2FTS.

- Conducted basic and advanced flight training and ground training on PC9/A aircraft.

1988-1992 Military transport pilot – HS748.

- Flew strategic transport operations in support of Air Lift Group objectives.

1985-1988 Defence Academy Division Officer.

- Lectured in Defence Studies.
 - Leader of a division of Defence Academy students.

1982-1985 Officer in Charge Radio Section.

- Electronic engineer and maintenance manager for C-130 and B707 aircraft avionics systems.

Military published papers/reports (peer reviewed)

Aircraft Research and Development Unit (ARDU) publishes papers/reports in a manner aligned with normal academic protocols. However, project papers/reports are only published if the task originates outside ARDU. Some papers/reports and presentations are unable to be cited due to Defence security classifications.

Williams, R., (1995), Macchi/BAK-12 Arresting Cable Trampling Clearance, AR-009-070, 42pp.

Harris, P., Holland, G., and **Williams, R.,** (1995), Nomad N24 Aileron and Flap Loads Assessment, AR-009-072, 53pp.

Fawcett, D., Harris, P., Ross, C., and **Williams, R.**, (1995), S704-9 Inner Skin Panel Loads, AR-009-064, 31pp.

Williams, R., (1994), Review of LASC C-130J Preliminary System Test and Evaluation Plan, AR-007-216, 31pp.

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Military research papers/reports (not publicly available)

Williams, R. (2002), Integrated Airlift Training – Restructure of 85WG, 25pp.

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Williams, R. (2001), Evaluation of Project Management and Acquisition Plan – Strategic Airlift, 5pp.

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Blagg, J., and **Williams, R.**, (2000), C130J-30 Acceptance Test Report – Block 5.2, 30pp.

Blagg, J., and **Williams, R.**, (1999), C130J-30 Acceptance Test Report, 350pp.

Williams, R., (1999), C130J-30 Operational Test and Evaluation, 15pp.

Williams, R., and Holt, D., (1999), C130J-30 Evaluation of Two Pilot Workload in the Tactical Role, 50pp.

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Williams, R., (1999), C130J-30 Throttle Quadrant Evaluation, 30pp.

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Williams, R., (1998), C130J-30 HUD Sideslip Indicator Design Evaluation, 5pp.

Williams, R., (1998), C130J-30 Anthropometric Assessment, 10pp.

Williams, R., (1998), C130J-30 HUD Stall Warning Indicator Design Evaluation, 5pp.

Williams, R., (1998), C130J-30 Evaluation of the Stall Warning and Indication System, 10pp.

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Williams, R., (1998), C130J-30 Engine Out Performance, 15pp.

Williams, R., (1997), C130J-30 Cat II ILS Approach Autopilot Evaluation, 2pp.

Williams, R., (1997), C130J-30 Stall Performance, 10pp.

Williams, R., (1997), C130J-30 Flying Qualities Evaluation – Engine Out, 10pp.

Williams, R., (1997), C130J-30 Critical Engine Inoperative Flying Qualities Evaluation, 10pp.

Blagg, J., and **Williams, R.**, (1997), C130J-30 Crosswind Landing Performance, 5pp.

Blagg, J., and **Williams, R.**, (1997), C130J-30 Takeoff and Landing Performance, 15pp.

Williams, R., (1997), C130J-30 Automatic Thrust Control System (ATCS) Evaluation, 5pp.

Blagg, J., and **Williams, R.**, (1997), C130J-30 Flight Envelope Test Evaluation, 10pp.

Williams, R., (1997), C130J-30 Flying Qualities Evaluation, 20pp.

Scheul, D., **Williams, R.**, and Maneschi, S., (1995), Validation of Trimble Differential GPS System, 124pp.

Holland, G., and **Williams, R.**, (1995), PC12 Preview Flying Qualities and Performance Assessment, 10pp.

Barlow, S., and **Williams, R.**, (1995), PC9/A Range and Endurance Performance Evaluation, 30pp.

Holland, G., and **Williams, R.**, (1995), Pheonix CN235 Flying Qualities, Performance and NVG Performance Evaluation, 10pp.

Williams, R., (1994), N22 Nomad Stall/Spin Evaluation, 2pp.

Williams, R., (1993), Preview Assessment of the YAK-40 VIP Transport and Training Aircraft, Vol1 79pp, Vol2 48pp.

Williams, R., (1993), Lateral-Directional Dynamic Stability Assessment of the Pilatus PC6 Aircraft, 66pp.

Williams, R., (1993), Performance Assessment of the Beech King Air, 109pp.

Non-refereed presentations, workshops, and seminars

Clay-Williams R. (2018) The RAAF C-130J-30: development, test & evaluation. The Merz Lecture, Point Cook.

Williams, R., and Walker, M., and Bennett, A., (2002), Crew Resource Management – ALG Bridging Course. *Air Lift Group*, Sydney, 10 courses, 3 days each.

Blais, P., Lee, R., Burdekin, S., **Williams, R.**, et. al., (2002), Crew Resource Management – Facilitator’s Course. *Defence Airworthiness Authority*, Sydney, 2 courses, 3 days each.

Williams, R., (2002), Operational Training Perspectives. *Presentation to the Defence TQO Seminar*, Sydney, 24 October.

Williams, R., (2001), The Right Stuff of Flying High? Tales from a Career in Military Aviation. *Presentation to the Flight Test Society of Australia Annual Symposium*, Melbourne, April.

Williams, R., (1999), Civilian Certification of Military Transport Aircraft. *Presentation to the Second Asia Pacific Women in Aviation Conference*, Canberra, 26 March.

Williams, R., (1995), Tales from the Cockpit. *Presentation to the Institution of Engineers Australia Women-in-Engineering and Technology Seminar*, Adelaide, 6 September.

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