



# Just Culture in Healthcare



## Don't let the outcome determine the consequence

Healthcare providers do not come to work to harm patients. If harm from healthcare delivery occurs, the challenge for leaders is understanding why the providers' decisions made sense to them at the time of care. Leaders must then balance system improvements to help all providers prevent similar events in the future, while fairly addressing any issue of individual performance and accountability.<sup>1</sup>

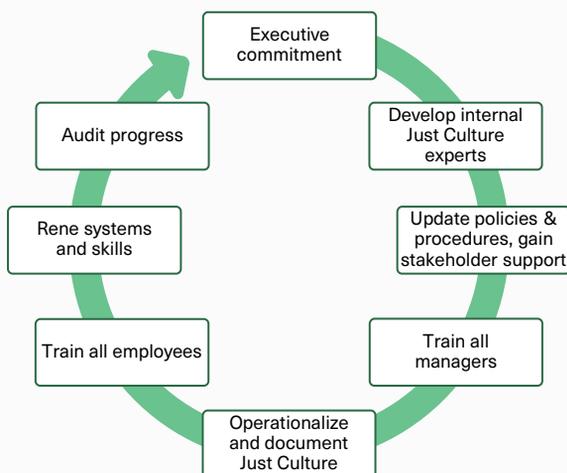
I can state unequivocally that the Just Culture work we have performed on improving our learning culture has been transformative.

**Vice President, Quality, Performance & Population Health**

## Learn from harmful failures, errors and close calls

Just Culture encourages learning from harmful failures, errors and close calls to strengthen the system and processes of care, and where appropriate, supports and educates healthcare providers and patients to help prevent similar events in the future. There is commitment across the organization to implement improvements and to share the lessons learned.<sup>2</sup>

### HOW DO YOU BUILD A CULTURE OF SAFETY AND QUALITY?



There are eight phases for effective Just Culture implementation. Saegis can work with you to customize a program for your organizational goals or provide a series of tools and resources to enable your team in completing each phase.

<sup>1</sup>Adapted from Learning from adverse events: Fostering a just culture of safety in Canadian hospitals and health care institutions. Ottawa, ON: Canadian Medical Protective Association; 2009

<sup>2</sup>Adapted from Creating a culture of accountability promotes safe medical care. CMPA Perspective; September 2018

The **Just Culture in Healthcare Certification Course**, offered in partnership with Outcome Engenuity, helps leaders establish a consistent organizational mindset that positively impacts the work environment and work outcomes. This allows an organization to fairly and consistently manage mistakes and errors in a way that does not automatically punish but provides a process to uncover the true source of an error. System design and human behaviours are analyzed to understand what happened and why.

Central to its application is the **Just Culture Algorithm™** an effective tool for the just and consistent analysis of human behavioural choices. It helps organizations examine the system and behaviour choices instead of interrogating an individual's or team's actions. This helps to determine the true cause of behavioural choices and how the system acts and adapts in response to those choices.

### **THIS PROGRAM IS FOR**

Departmental leaders, directors, and managers within healthcare organizations, including those involved with human resources.

### **FORMAT**

Six 2-hour sessions delivered via online platform.

### **BENEFITS OF THE PROGRAM**

- Reduce adverse events
- Improve systems
- Improve operational reliability
- Improve team morale

### **TOPICS TO BE COVERED**

- The history of our social trend toward a more punitive, yet unaccountable culture
- The notions of duty, breach, and consequence as applied to fallible human beings
- The scientific, legal, and social basis for a more just culture
- The design of the Just Culture Algorithm™
- How to become a role model, mentor, and coach to your employees

### **TOOLS AND RESOURCES TO ASSIST JUST CULTURE IMPLEMENTATION**

**The Just Culture Assessment Tool (JCAT)** is a digital version of the Just Culture Algorithm™ that brings consistency to your organization's learning culture. JCAT provides evidence of the behavioural choices made and their impact on your organization's safety culture. It reduces potential errors in using the algorithm or interpreting the results of an assessment. JCAT also provides reports that can be referenced throughout an assessment and acts as a teaching and coaching tool to share accountabilities and expectations with employees.

### **ACCREDITATION**

**Just Culture in Healthcare Certification Course:**

**College of Family Physicians of Canada:  
48 Mainpro+ credits (Assessment)**

This Assessment program has been certified by the College of Family Physicians of Canada for up to 48 Mainpro+ credits.

**Royal College of Physicians and Surgeons of Canada:  
48 MOC credits (Section 3)**

This activity is an Accredited Self-Assessment Program (Section 3) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada and approved by the CMPA. You may claim a maximum of 16 hours (credits are automatically calculated).

This program was co-developed with the CMPA and was planned to achieve scientific integrity, objectivity and balance.

**Just Culture in Healthcare Community of Practice:**

**College of Family Physicians of Canada:  
18 Mainpro+ credits (Group Learning)**

This 3-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada for up to 18 Mainpro+ credits.

**Royal College of Physicians and Surgeons of Canada:  
18 MOC credits (Section 1)**

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada and approved by the CMPA. You may claim a maximum of 18 hours (credits are automatically calculated).

### **CONTACT INFORMATION:**

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