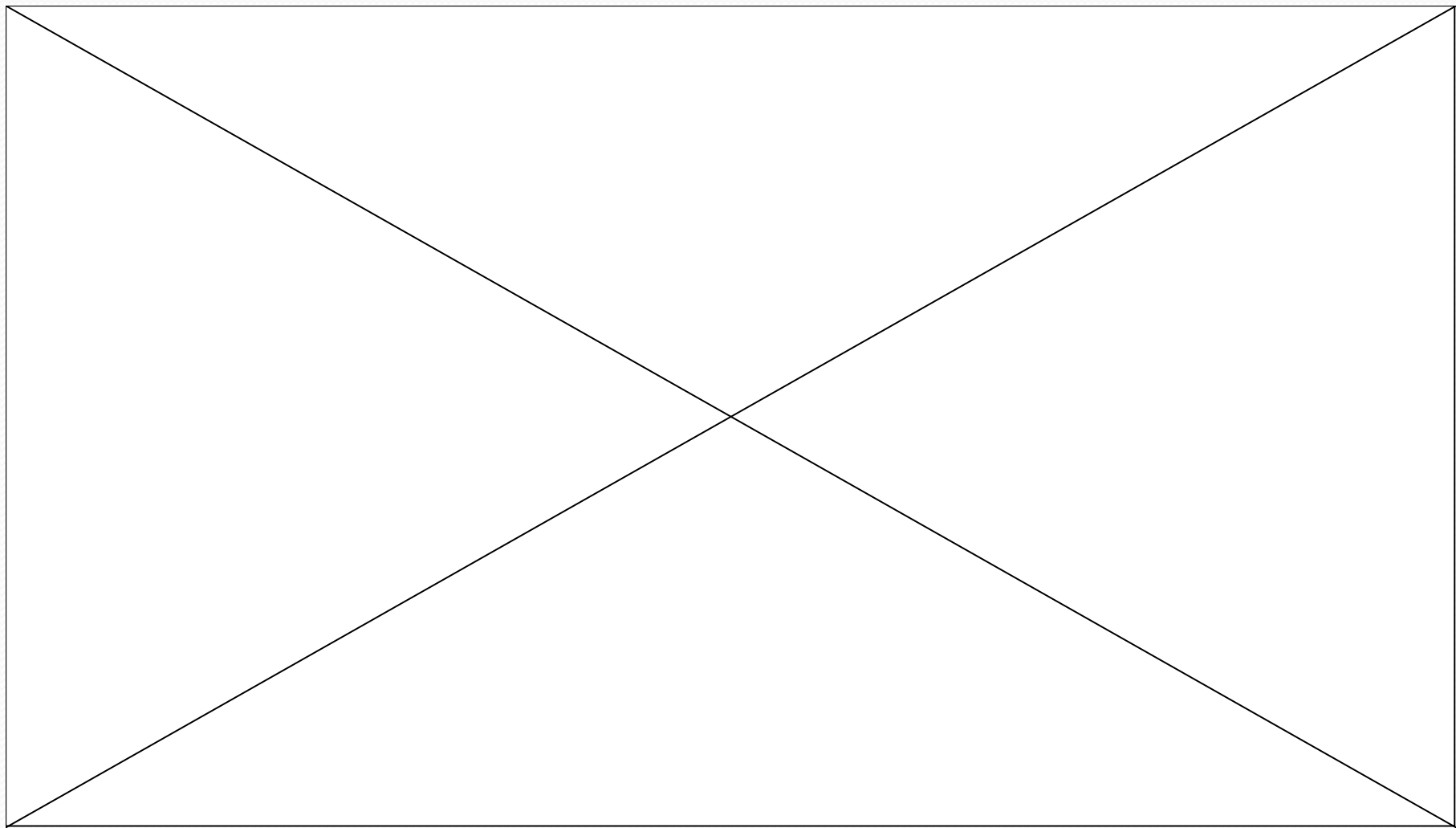



Just Culture

An Essential Launching Point of Teamstepps

Just Culture

- Key concepts
- Hands-on application of the Just Culture Algorithm
- Relationship to Teamstepps launch





The challenge is to manage human error in a just, transparent learning environment.

- What went wrong?
- How would your organization handle this?
- How does a Just Culture approach errors?

Just Culture

A risk management approach in which the goal is:

Patient Safety through managing:

- Behavioral Choices
- Systems Design

People Make Mistakes



Patient Safety approaches

Common

- Mistakes should never happen
- Knowledge and skill can prevent all errors
- Find who is to blame
- Punish according to severity of outcome

Just Culture

- To err is human
- To drift away from procedures is human
- Look for system failure or behavior choice error
- Each event is a learning opportunity to improve safety

Managing Systems

- Design systems in alignment with core values
 - Example: Providence Health System's Triple Aim
 - Improve our population's health
 - Give our patients the best care experience
 - Make sure our services are affordable
- Systems are there to minimize risk
 - Example:
 - **Teamstepps**
 - Peer Review
 - Policy/Procedures
 - Event Investigation

Managing Behavioral Choices

- **Human Error**
 - Inadvertent action: slip, lapse
- **At-Risk Behavior**
 - A choice: risk not recognized or believed justified
- **Reckless Behavior**
 - Conscious disregard of unreasonable risk



Just Culture:

The Three Behaviors

Normal Error

Inadvertent action: slip, lapse, mistake

Manage through changes in:

- Processes
- Procedures
- Training
- Design
- Environment

Support

At-Risk Behavior

A choice: risk not recognized or believed justified

Manage through:

- Removing incentives for At-Risk Behaviors
- Creating incentives for healthy behaviors
- Increasing situational awareness

Coach

Reckless Behavior

Conscious disregard of unreasonable risk

Manage through:

- Remedial action
- Punitive action

Sanction

Just Culture Algorithm

- Key Questions:
 - Did the employee **know** intended outcome or expected rule?
 - Did the employee **intend** harm?
 - Was it possible to succeed?
 - Did benefit exceed the risk?



Let's Practice!

Just Culture Summary

- Humans **will make mistakes** →
- ***CONSOLE***
- People & cultures **will drift** into unsafe places →
COACH
- People **will make choices** that consciously disregard substantial and unjustifiable risk →
DISCIPLINE

Implementing Just Culture, What's Next?

- Get Executive Commitment
- Assess current safety culture
 - Train managers and HR
 - Insist on consistency
- Begin looking for opportunities to learn.

Just Culture and Teamstepps

Teamstepps will reach its full potential in an organization that is just, transparent and values learning from its errors.

Teamstepps tools are critical for designing safe systems, and coaching employees.

Teamstepps facilitates clear communication about risk potential before errors impact the patient.

A team based approach to managing systems and behavioral choices is the core of a Just Culture.



**OPPORTUNITY
AHEAD**