

## Frequently Asked Questions

### INFORMATION FOR

CLIENTS / PATIENTS

LEADERSHIP

MANAGERS

STAFF

VOLUNTEERS

Just Culture is a provincewide initiative, supported by Quality & Healthcare Improvement and Human Resources.

Alberta Health Services emphasizes learning and reporting to enhance safe and healthy care and/or work environments, prevent mistakes and close calls, and support continuous quality and safety improvement. Living a just culture is central to this idea.

### Q: What is a just culture?

A just culture is one that supports an environment where everyone feels safe, encouraged, and enabled to discuss quality and safety issues where reporting and learning are key elements. This means that reporting is conducted within a safe environment that respects and supports the individual, and acknowledges the potential for human and systems fallibility. Everyone can trust that those within the organization will demonstrate, through their behaviours and decisions, a fair and consistent approach to responding to quality and safety issues.

### Q: Why are we adopting a just culture?

Building a just culture will allow for a more open, trusting, transparent and learning dialogue to unfold across the organization. As well, research has shown that providing a safe environment for individuals to identify and report quality and patient safety issues assists organizations in enhancing a culture of quality and safety. Incorporating just culture principles into AHS will improve performance and help us meet our targets of access, quality, and sustainability.

### Q: What are the just culture guiding principles?

When a situation needs to be reviewed, whether in a clinical or non-clinical area, seven just culture guiding principles will be used to guide any response. These guidelines support an environment where everyone feels safe, encouraged, and enabled to discuss quality and safety issues. You can read the just culture guiding principles on In-site .

### Q: Is just culture a new value?

No, but a just culture does support AHS's seven organizational values: respect, accountability, transparency, engagement, safety, learning and performance.

### Q: How does a just culture impact our patients?

Everything we do is for our patients, and we will continue to improve patient safety across AHS by doing our best to manage everyday vulnerabilities and risks our patients face. Working in an environment where we feel safe and empowered to report quality and safety issues allows us to learn from our mistakes and improve safety for patients, staff, physicians and volunteers.



*Living a just culture*

## Frequently Asked Questions

### INFORMATION FOR

- CLIENTS / PATIENTS
- LEADERSHIP
- MANAGERS
- STAFF
- VOLUNTEERS

Just Culture is a provincewide initiative, supported by Quality & Healthcare Improvement and Human Resources.

### Q: How does a just culture affect my day-to-day work?

A lot of what you're doing already supports a just culture. Keep providing patient and family centred care, and when you come across any issues, risks or concerns in your day-to-day work, please report them.

### Q: Is just culture only applicable to clinical staff?

No. Whether you are a clinical or non-clinical staff, you have a role to play in living a just culture. In a just culture, everyone is empowered and enabled to discuss quality and safety concerns. Regardless of where you work, there will be a consistent and fair approach when evaluating mistakes and close calls, taking circumstances and the context of what occurred into account.

### Q: What is the difference between a clinical and non-clinical risk or concern?

A clinical risk/concern is related directly to patient care/patient health — for example, the incorrect medication was provided to a patient. A non-clinical risk/concern is not related directly to patient care/patient health — for example, a financial analyst includes confidential patient information in the annual budget.

### Q: How will AHS support a just culture?

AHS will provide the necessary resources, supports and tools to enable clinical and non-clinical staff to become aware of, understand and apply the just culture guiding principles.



*Living a just culture*