

Just Culture Overview

INFORMATION FOR

CLIENTS / PATIENTS 

LEADERSHIP 

MANAGERS 

STAFF 

VOLUNTEERS 

- The Just Culture philosophy 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 psychologically safe environment where there is demonstrated respect and support for the individual, and the potential for human and systems fallibility is acknowledged.
- Everyone can trust that those within the organization will demonstrate, through their behaviours and decisions, a fair and consistent approach to responding to issues raised.



Leading with values

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

Values

In practicing a Just Culture and following its guiding principles, we are living our **AHS Organizational Values**. We will:

- be **respectful** in how we **engage** with those involved;
 - We need to make sure everyone feels comfortable bringing safety and quality concerns forward, or reporting when something goes wrong.
- be **transparent** in the evaluation processes used;
 - Keep involved parties informed every step of the way. Let them know exactly what the evaluation process will be and how long it is expected to take.
- hold our system, us and others **accountable**;
 - If a system or process is the reason why something when wrong, take steps to identify the problem and work toward a solution. If human error resulted in a mistake, work with the person responsible to determine what happened and work together to come up with a solution.
- learn** from mistakes and close calls to improve **safety** and **performance**.
 - Work together to make changes to improve quality and safety – everyone brings a different, valued perspective to the table.



Living a just culture

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Just Culture Guiding Principles

We have **seven guiding principles** supported by an organizational commitment to help us live a just culture.

When there is a need to review a situation, whether in a clinical or non-clinical area:

1. Alberta Health Services (AHS) will ensure a fair and consistent approach to evaluating what occurred in context, and responding to the individuals involved.
2. Everyone will be able to trust that AHS has effective processes in place to support this fair and consistent approach, and that these processes will be followed.
3. Actions will be evaluated in consideration of the circumstances and context of what occurred, rather than results and outcomes.
4. Individuals will not be held accountable for system and/or organizational errors over which they have no control and will be treated with care, compassion, support, respect and dignity.
5. AHS Leaders are accountable for ensuring system and/or organizational changes/improvements are made based on our learnings and the best evidence available. Throughout that process, they will engage with those who work within/are impacted by the system and/or organization (including patients, families, staff and medical staff).
6. Individuals will feel enabled, empowered and supported to openly discuss and report what occurred.
7. Individuals will be held appropriately accountable for reckless behavior or intent to harm.

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Living a just culture