

Just Culture Guiding Principles

Alberta Health Services (AHS) acknowledges that as a group, we at AHS commit and intend to provide safe and healthy care and/or work environments. However, we also know that despite our best efforts, things can sometimes go wrong. As such, we all have an important role to play in identifying, reporting and addressing issues or concerns about our health system and/or organizational processes, and to share what we learn, in support of continuous quality and safety improvement. When everyone knows what to expect, we can work together to look at the context of the situation, identify the contributing factors, make system and/ or organizational changes, and share our learnings.

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.

In practicing the **Just Culture Four Guiding Principles** we are living our AHS organizational values. Through Just Culture, we will:

- be **respectful** in how we **engage** with those involved;
- be **transparent** in the evaluation processes used;
- hold our system, ourselves and others **accountable**; and
- **learn** from mistakes and close calls to improve **safety** and **performance**.

Seven Process Principles:

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.

Organizational Commitment:

AHS will provide the necessary resources, supports and tools to enable staff and medical staff to become aware of, understand and apply the Just Culture Guiding Principles.