

## INFORMATION FOR

CLIENTS / PATIENTS

LEADERSHIP

MANAGERS

STAFF

VOLUNTEERS

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

## Things to consider when ‘something goes wrong’

No matter how careful we are, there is always the potential something might go wrong. What’s important is when things go wrong, we talk about it, learn from it and improve quality and safety.

Under a **just culture**, when something goes wrong it is evaluated using a consistent and fair approach. Background information and circumstances are taken into account and the person (or people) involved are supported and treated with care, compassion, respect and dignity.

When evaluating a situation where something goes wrong, take the following into consideration:

- Is a **fair** and **consistent** approach to evaluating the situation being used?
- Do we have **effective processes** in place to support a fair and consistent approach?
- Are actions being evaluated in consideration of the **circumstances and context** of what occurred, and not the results and outcomes?
- Are we ensuring that individuals are not being held accountable for **system and/or organizational errors** over which they have no control?
- Are we ensuring that individuals are being treated with **care, compassion, support, respect and dignity**?
- Are AHS Leaders ensuring **system and/or organizational changes/ improvements** are made based on what we learn and the leading evidence?
- Are AHS Leaders **engaging** with those who work within/are impacted by the system and/or organization (including patients, families, staff and medical staff)?
- Do individuals feel **enabled, empowered and supported** to openly discuss and report what occurred?
- Are individuals being held **appropriately accountable** for reckless behavior or intent to harm?

By taking these into account when evaluating and discussing the situation with staff, you are helping promote a just culture and encouraging everyone to bring safety and quality concerns forward.



*Living a just culture*

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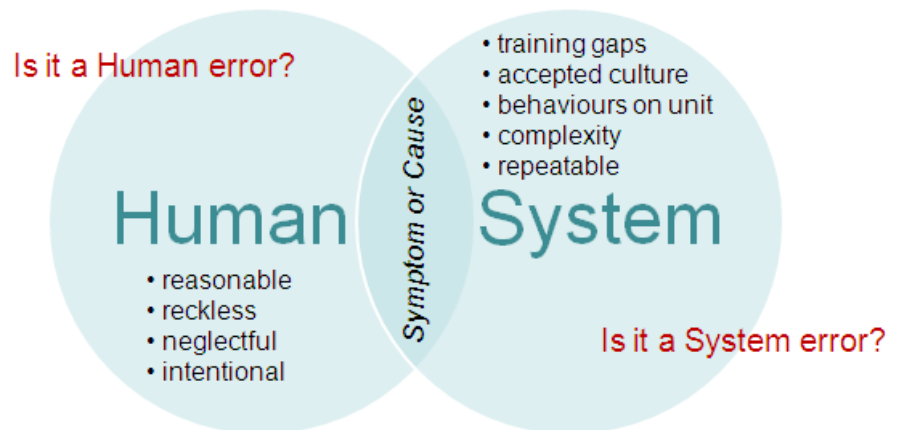
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## Is it human error or system error?

Errors can either be human, system or a combination of the two. Consider the following diagram when evaluating a situation where an error occurs. It can help you determine the nature/source of the error.



## What can you do to promote a just culture?

There are many ways you can introduce just culture principles and concepts into your workplace:

- Discuss just culture principles with your staff
- When something goes wrong, examine the situation using just culture principles
- Encourage your employees to continue to report mistakes, close calls, adverse events and quality and safety concerns to you
- Discourage laying blame when a mistake is made; provide support to employees who make or report mistakes and treat them with compassion, respect and dignity
- Share what you learn 'when something goes wrong.' It's possible other departments/areas are encountering a similar problem, and could benefit from your solution or learnings
- Hang just culture posters (available on the Insite just culture page) in your area
- Engage your HR Client Services Advisor for additional suggestions and assistance



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