



# Just Culture for Patient Safety Collaborative

## ABOUT THE COLLABORATIVE:

The Louisiana Alliance for Patient Safety (LAPS) Patient Safety Organization (PSO) Just Culture Collaborative is a project of Louisiana hospitals seeking to optimize the use of Just Culture principles to improve organizational safety culture. The goal of the Collaborative is to provide an in-depth understanding of Just Culture principles and to facilitate the adoption of those principles in achieving a robust safety culture in a learning organization. Similar to the Project ECHO format of “All-Teach, All-Learn,” the Collaborative will foster an environment of collaboration, learning, and innovative inquiry in order to achieve its goals.

The Just Culture Collaborative is an initiative of the LAPS PSO in partnership with the Texas A&M Rural and Community Health Institute Patient Safety Organization; therefore, all participating hospitals will need to be, or become, a member of the LAPS PSO for this collaboration.

## OVERVIEW:

A fair, transparent, and consistent system of workplace justice, or just culture, is a foundational component of a robust culture of safety. Just Culture shifts the focus from errors and outcomes to system design and behavioral choices. By developing a transparent, fair, and consistent system of workplace justice, organizations can move past a focus on outcomes (severity bias) and blame to learning about the system and human factors that affect the outcome.

Just Culture allows healthcare professionals to feel safe to report openly about errors and near misses. Creating a safe and transparent environment that encourages reporting of mistakes improves the care provided to patients; however, implementing a “Just Culture” is not an easy task and does not happen overnight. To assist hospitals on this journey, the Collaborative will offer education, resources, and expertise to help hospitals develop and apply a Just Culture Algorithm to reinforce Just Culture principles to create a culture of learning that sustainably reduces risk and improves patient safety.

## COLLABORATIVE ACTIVITIES:

LAPS PSO members will be invited to participate at no cost in a seven-part webinar series throughout the year that will focus on Just Culture for Patient Safety.

Participants will be able to:

- Participate in monthly calls beginning with the informational kickoff on Feb. 15;
  - Other Tentative Call Dates: March 15, April 26, May 17, June 21, Sept. 20, and Oct. 18;
  - All calls will be held at noon (12:00 p.m. Central).
- Develop a Just Culture Algorithm;
- Administer the Safety Together National Action Plan for Patient Safety Self-Assessment in Q3-Q4 2023; and
- Connect principles of Just Culture to the Safer Together National Action Plan for Patient Safety.

## TEAMS:

Interested hospitals will need to sign a commitment form and identify their team members. Each participating hospital should have a multidisciplinary team registered that should include:

- Chief Nursing Officer;
- Chief Medical Officer;
- Human Resources Manager/Director;
- Risk Manager;
- Quality/Patient Safety Officer; and
- Representation from Surgical Team Leadership.

Teams should participate on the calls in the same physical location to debrief after each session and discuss the implications and next steps for their team.

## OBJECTIVES:

At the end of this Collaborative, participants will be able to:

- Identify why Just Culture is critical to their organization's safety and reliability culture;
- Demonstrate how to assess behaviors thoughtfully and skillfully using the Just Culture Algorithm to determine the best course of action after an event has occurred;
- Describe key considerations when coaching employees in making safe choices; and
- Apply Just Culture principles to scenarios that involve repetitive human error and repetitive at-risk behaviors.

## PSO SAFE TABLE FORMAT:

This Collaborative will include a "Safe Table" format where some PSO member institutions will be confidentially sharing their experiences. The Safe Table format provides a confidential and legally-protected forum in which to address safety concerns and best practices to improve quality and patient safety. Because this is an entirely protected forum, **all participants will be required to attest to reviewing and accepting the terms of the Safe-Table Discussion Confidentiality Agreement when registering for the series.**

## HOW TO JOIN THE COLLABORATIVE

There is no fee to join the Collaborative; however, hospitals must be a LAPS PSO member to participate.

- **PSO Members:**

If your hospital is interested in participating in the Just Culture Collaborative, **complete a [CEO Commitment Form](#) and submit it to [Angela Lockhart](#) by Monday, March 13.** If you have any questions or would like more information about the Collaborative, contact LAPS PSO Executive Director/Medical Director [Dr. Floyd "Flip" Roberts](#) at (225) 928-0026, ext. 206.

- **Not a PSO Member?**

To become a LAPS PSO member, healthcare organizations are required to sign a Participation and Confidentiality Agreement and a Business Associate Agreement (BAA). The LAPS PSO charges a minimal annual fee that varies by healthcare organization to provide services and support to its members. For more information on joining the LAPS PSO or Just Culture Collaborative, contact LAPS PSO Executive Director/Medical Director [Dr. Floyd "Flip" Roberts](#) at (225) 928-0026, ext. 206.