⚖ Just Culture

WHAT

A Just Culture is foundational to providing quality, safe patient care. In a Just Culture the organization and team members share accountability for safety and quality, learn from errors and mishaps, understand humans make mistakes, design systems to prevent errors, and treat people fairly when errors happen.

WHY

The organization and team members share accountability for patient safety and quality of care, learning from errors and mishaps, understanding humans are wired to make mistakes, designing systems to prevent errors, and treating people fairly when errors happen.

Just Culture and psychological safety allows the individual to bring their full self to work, knowing they will not experience repercussions because of their improvement ideas and questions. They feel valued, which leads to better innovation, engagement, job satisfaction and retention.

HOW

Carolina Quality is a component of the Just Culture we aim to cultivate at UNC Medical Center. In order to become a high reliability organization, Just Culture principles like Humble Inquiry and Psychological Safety are vital. Below are examples of how Just Culture is reinforced by the other four elements of Carolina Quality.

- **Visual Management Boards**: Visual Management Boards help sustain a Just Culture. Boards display problems we are addressing AND our analysis of how our system contributed to the problem. They share how the team is redesigning systems to prevent this problem from happening again AND how the individual can contribute to creating a stronger safety system.
- **Tiered Safety Huddles**: Huddles sustain a Just Culture by providing an opportunity for care teams to learn about our errors and mishaps and the actions we are taking to build stronger systems. Huddles are an opportunity for participants to share concerns about risks in our system and identify opportunities for improvement.
- **SAFE Reporting**: Our SAFE system helps sustain a Just Culture by allowing the organization to learn from our errors and mishaps, to understand how mistakes and errors happen, and is the first step in redesigning systems to make them safer. Teams and units evaluate their SAFE report trends to identify opportunities for improvements and use the Just Culture algorithm to guide their review.
- **TeamSTEPPS**: TeamSTEPPS provides language and tools foundational to a Just Culture. Accountability for effective and efficient communication is shared among all team members, and the tools are designed to prevent errors by eliminating hierarchy during critical communication and standardizing how information is shared so miscommunications are prevented.

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