

Just Culture

Improving Patient Safety

Overview

NL Health Services is embarking on a journey to advance the Just Culture philosophy within the organization. In a Just Culture, there is an improved balance of accountability for both individuals working in the system and the organization responsible for designing and improving the workplace.



Implementation of the Just Culture framework was prompted by staff responses to the Canadian Patient Safety Culture and Engagement Surveys in all four legacy regional health authorities.

Based on the feedback in the surveys, NL Health Services took action to improve the safety culture by focusing on advancing Just Culture principles. The implementation of Just Culture was endorsed in NL Health Services' 2023-2024 Strategic Plan under the Quality priority area.

Goals



- Leaders, staff, physicians, patients, and families will report that NL Health Services' policies and practices exemplify a Just Culture.
- Positive responses in applicable areas on the future Health Standards Organization Global Workforce Survey.
- Support achievement of the quintuple aim of improving population health, improving care experiences and outcomes, better value, improving health equity, and enhancing care team well-being.
- Support living the values of NL Health Services.
- Increase in reporting of patient safety incidents.

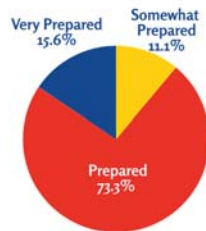
Activities

- Implementing a formalized Just Culture model.
- Established a diverse group of Just Culture champions and trainers.
- Offering manager training sessions in all zones.

“ Supporting the organization's values through balancing the system and individual accountabilities, is so important. ”

- NL Health Services Frontline Manager

Impact



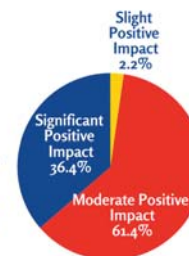
88.9% are prepared or very prepared to apply what they have learned into their practice



98%-100%

agreed the training provided them with principles they can apply in their work

97.8% expect the training will have a moderate to significant positive impact on their practice



86%-98%

agreed the training would have a moderate to significant positive impact on their day-to-day work

713 managers have completed the Just Culture in health care course

Progress/Outcomes

- Provincial Steering Committee is being formed to support implementation and sustainability.
- Just Culture identified as a priority within NL Health Services' Strategic Plan.
- Unlimited licensing and access to Just Culture four-hour online training and algorithm tool for all leadership.
- Increased trend of coaching moments over the last five quarters (Eastern Urban and Rural Zones).
- Positive post training evaluation.



Next Steps

- Establish a provincial guiding coalition.
- Launch staff education and communication in fall 2024.
- Develop work plan and provincial policy for sustainability.



Additional Opportunities:

- Incorporate Just Culture within provincial policies.
- Engage key partners on sustainability within the guiding coalition.
- Empower and engage staff in a safety culture.
- Improve staff psychological well-being working within a Just Culture.
- Support Just Culture within the quality learning framework.

ICARE

- Innovation
- Compassion
- Accountability
- Respect
- Excellence

