

Just/Accountable Culture

How do healthcare providers establish a culture that encourages open reporting of adverse events and risky situations, yet hold people and organizations accountable in a just manner?

Just Culture reshapes our understanding of accountability, the role of the system, and the role of human behavior. It provides a framework to support consistent management of operational systems and behaviors.

CPS Supports Culture Improvement

The Center for Patient Safety (CPS) recognizes a “just” culture is an important and necessary program in every healthcare organization. An accountable culture supports open communication of errors in a non-punitive environment (a “just” culture) and leads to greater improvement in patient safety.

CPS supports a model of Just/Accountable Culture. We provide education and coaching for its implementation throughout the continuum of care.

Complete the form below to find out more about our Just/Accountable Culture education, implementation support and training or get a cost estimate for your organization.

CPS Assists with Implementation and Sustainability

Many organizations are eager to adopt a just culture program, but then feel overwhelmed. CPS can guide successful and efficient implementation that is structured to work in your unique environment.

Our implementation and sustainability plan is designed to fit any size organization, from a small EMS agency to a large health system.

CPS will:

- provide/analyze safety culture assessments to determine strengths and opportunities; measure improvement over time.
- provide onsite identification and consultation support to determine your unique needs.
- help to develop a realistic timeline for deployment of Just/Accountable Culture at your organization.
- provide ongoing virtual and onsite implementation and sustainability support for 6 months, one year, or more.

Every organization is different, but consultation and training costs are affordable and designed to fit your needs. We want you to be successful today, tomorrow, and in the future!

Complete the form at the bottom of the page for more information about our implementation and sustainability program or contact Tina Hilmas at thilmas@centerforpatientsafety.org.

CPS Administers Just/Accountable Culture Training

Are you interested in training only, or perhaps a refresher course? We can design training to support your internal efforts.

CPS offers:

- **Introduction to Just/Accountable Culture:** Would you and/or your staff like an overview of Just Culture? This is delivered in a concise and informative webinar format.
- **Just/Accountable Culture Manager Training:** This day-long class provides the hands-on training, tools, and resources necessary to implement Just Culture within an organization. One or more individuals from an organization can become the Champions for the program. Minimum class size is 20 people and can be taught to an entire organization or offered to several individuals from different organizations within a similar geographic location. This class is scheduled based on demand.
- **Just/Accountable Culture ReEducate:** Has a previous implementation plateaued or do you need support invigorating a previous implementation? We can develop a customized approach based on your needs. This starts with a phone consultation and the development of a plan specific to your organization.

Complete the form at the bottom of the page for more information about our training and education programs or contact Tina Hilmas at thilmas@centerforpatientsafety.org.

Resources

- Find out about Outcome Engenuity's [Just Culture online certification or upcoming training options](#)
- [Influencing Leadership Perceptions of Patient Safety Through Just Culture Training](#) By: Scott Griffith, MS; Becky Miller, MHA, CPHQ, FACHE; Jill Scott-Cawiezell, PhD, RN, FAAN; Amy Vogelsmeier, PhD, RN, BC-GCNS | October-December 2010, Volume 25, Issue 4 p288-294 | Journal of Nursing Care Quality
- [A Statewide Approach to a Just Culture for Patient Safety: The Missouri Story](#) By: Becky Miller, MHA, CPHQ, FACHE; Amy Vogelsmeier, PhD, RN, BC-GCNS | Journal of Nursing Regulation
- [Walking the Punitive/Blame-Free Tightrope](#) By: Becky Miller, MHA, CPHQ, FACHE, Executive Director, Missouri Center for Patient Safety; Revee Booth, BJ, Communication Specialist, Primaris | Spring 2008 | Missouri Primary Physician
- [NAEMT Position Statement: Just Culture in EMS](#)
- [National EMS Culture of Safety](#)
- ["A Just Culture for EMS can improve safety"](#)
- [Safety Culture in EMS](#) By: Allison J. Bloom, Esq | September 9, 2009 | EMS Insider | JEMS.com