

# Just Culture x2

## CERTIFICATION COURSE

MARCH 19-20, 2019 | CARY, NC

### Creating a Just Culture

We struggle in today's world to hold people accountable in a fair and just manner when things don't go as planned. Nowhere is this more evident than in high consequence industries like healthcare, aviation and energy. We all want accountability, but what does that look like when any mistake, any choice, could have devastating outcomes?

Outcome Engenuity's Just Culture Certification Course explores this very question and changes how industry leaders view the concept of justice. Synthesizing research from systems engineering, human factors, and the law, this course empowers leaders to make a difference. Leaders make an immediate impact upon returning to their organizations to improve investigations, reducing adverse events, and fostering a culture of curiosity, shared learning, and accountability.

Join Outcome Engenuity as we explore the core concepts that will become the foundation for your Just Culture. Become an expert in the Just Culture Algorithm™ – the tool that brings these ideas to life within your organization.

All course participants will also receive a one-year subscription to the newly released Just Culture Assessment Tool (JCAT) and the Just Culture Academy. JCAT will support participants' use of the Algorithm and help operationalize Just Culture in their organizations. The Just Culture Academy provides additional learning opportunities through online modules, articles, and scenarios.

In partnership with



## TRAIN-THE-TRAINER COURSE

MARCH 21, 2019 | CARY, NC

### Train-The-Trainer

Just Culture Train-The-Trainer attendees will further refine their knowledge of key Just Culture principles and work with Outcome Engenuity advisors to develop a customized one-day training program for managers in their organizations, covering the basics of Just Culture philosophy, methodology, and tools including the use of the Just Culture Algorithm™. Using custom-built presentations and through rehearsals, this Train-The-Trainer program empowers Just Culture Champions to spread their knowledge throughout their organizations in an effective, understandable, and accurate manner to enable their teams to hit the ground running on their Just Culture journeys.

Choose both courses

#### 2-Day Just Culture Certification & 1-Day Train-The-Trainer Course

March 19-21, 2019

**TQC PSO MEMBERS**

**\$1,390**

**NCHA MEMBERS**

**\$1,690**

Or Attend Either Course

#### 2-Day Just Culture Certification Course

March 19-20, 2019

**TQC PSO MEMBERS**

**\$1,195**

**NCHA MEMBERS**

**\$1,395**

#### 1-Day Train-The-Trainer Course

March 21, 2019

**TQC PSO MEMBERS**

**\$295**

**NCHA MEMBERS**

**\$395**

**REGISTER NOW**

**NCHA PSO members  
use promo code:  
NCHAPSOJC2019**

**NCHA members  
use promo code:  
NCHAJC2019**

# Learning Objectives & Details



## LEARNING OBJECTIVES:

1. Describe the five skills that lead to producing better outcomes
2. Identify the role of an organization's mission and values
3. Define the factors of system design and good design strategies
4. Describe the principles of managing the three core behaviors
5. Describe the legal principles that provide the foundation for Just Culture
6. Define the role played by imposers and the tools they use
7. Identify the role of 'the reasonable person standard'
8. Evaluate the role of 'natural' law
9. Define and contrast outcome-based and procedure-based duties
10. Define and describe the three duties and identify breaches of those duties
11. Demonstrate proficiency using the Just Culture Algorithm™ through guided practice
12. Describe Just Culture implementation strategies

## WITH A JUST CULTURE, YOU CAN:

- Build a more accountable culture
- Reduce adverse events
- Meet regulatory expectations
- Improve operational reliability

## WHO SHOULD ATTEND:

Leaders interested in Just Culture as a means to improve their effectiveness including:

- Patient Safety Officers
- Chief Medical Officers
- Chief Nursing Officers
- Human Resource Directors
- Operations Directors
- Safety Officers
- Risk Managers
- Other Key Leaders

## TRAIN-THE-TRAINER LEARNING OBJECTIVES:

- Review Just Culture and its components
- Just Culture Implementation
- Build customized workplace presentations based on specific scenarios
- Rehearse presentation and utilize advisor feedback

## CONTACT US

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MAP & DIRECTIONS

# Agenda & Software

## COURSE PRE-WORK Just Culture Academy (online)

1. Systems of judgment (criminal, workplace, schools, church, family)
2. Humans as autonomous creatures (errors, choices, missions, values)
3. How the world around us shapes our behavior
4. The model penal code and levels of intention
5. History takes a turn – the criminalization of human error
6. It's all about the outcome (severity bias) - "no harm no foul"
7. Just Culture as a means to turn the tide

## JUST CULTURE CERTIFICATION COURSE

### DAY 1

**8:00 a.m.-9:00 a.m.**

Just Culture Overview  
and Core Beliefs

**9:00 a.m.-10:00 a.m.**

How System Design  
Influences Errors and Choices

**10:00 a.m.-Noon**

Human Behavior and Practice

**Noon-1:00 p.m. Break for  
Lunch**

**1:00 p.m.-2:00 p.m.**

Learning Systems/Root Cause  
Analysis

**2:00 p.m.-3:00 p.m.**

The Three Core Duties and  
Breaches of Duty

**3:00 p.m.-4:00 p.m.**

Just Culture Algorithm™  
Practice

### DAY 2

**8:00 a.m.-Noon**

Just Culture Algorithm™  
Practice Using Scenarios

**Noon-1:00 p.m.**

**Break for Lunch**

**1:00 p.m.-1:30 p.m.**

Just Culture and Its Link  
to Societal and Corporate  
Initiatives

**1:30 p.m.-4:00 p.m.**

Just Culture Implementation  
Overview

## TRAIN-THE-TRAINER COURSE

### DAY 3

**8:00 a.m.-10:00 a.m.**

**Walk through of 1 - Day  
Manager Training &  
Presentation Sections**

- Just Culture Introduction
- What is Workplace Justice
- Risk Management
- System Design
- Managing Human Behaviors
- Learning Systems
- Just Culture Algorithm™
- Just Culture Implementation

**10:00 a.m.-11:00 a.m. Group  
Section Assignments**

- Introduction Section
- Outcome/Severity Bias  
Section
- Risk Management, System  
Design Section
- Managing Behaviors Section
- Learning Systems Section
- Just Culture Algorithm™  
Section
- Just Culture Implementation  
Section

**11:00 a.m.-12:00 p.m.**

**Groups Review/Customize  
Sections**

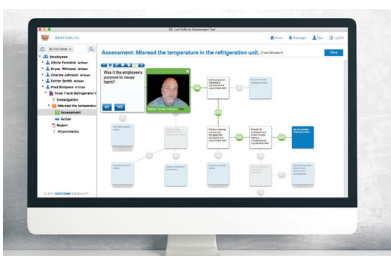
- Group work period to  
identify and practice areas  
they want to present for  
brief outs
- Begin tailoring custom slide  
template

**Noon-1:00 p.m. Break  
for Lunch**

**1:00 p.m.-5:00 p.m.**

**Groups Present Out Sections  
to Class**

- Review of critical talking  
points
- Direct Advisor Feedback for  
Each Student



[CLICK TO LEARN MORE](#)

## THE JUST CULTURE ASSESSMENT TOOL

The desktop software version of our Just Culture Algorithm™ & more

All course attendees will receive a one-year subscription to the Just Culture Assessment Tool. This software helps organizations hardwire Just Culture into their organization by:

- Operationalizing the use of the Just Culture Algorithm™
- Improving the quality and consistency of assessments by providing "Online Advisor" tips and techniques
- Saving completed assessments for review by others, resulting in better management and HR oversight of assessments

