

Just Culture x2

CERTIFICATION COURSE

MARCH 19-20, 2019 | CARY, NC

TRAIN-THE-TRAINER COURSE

MARCH 21, 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

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

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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

Summer Fryar
Email: sfryar@outcome-eng.com
Phone: (952) 283-0525



NCHA
2400 Weston Parkway
Cary, NC 27513



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

