

# Just Culture x2

## CERTIFICATION COURSE

NOVEMBER 12-13, 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 such as healthcare, aviation and nuclear 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 science and the law, this course empowers leaders to make a difference. Leaders can make an immediate impact upon returning to their organizations to improve untoward event investigations, reducing the incidence of such 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.

Course participants will also receive a one-year subscription to the newly released Just Culture Assessment Tool (JCAT), which includes a 4-hour Just Culture Online Course for Managers. It's the tool that gives every manager a consistent and transparent process for evaluating and documenting behaviors within the Just Culture framework.

In partnership with



## TRAIN-THE-TRAINER COURSE

NOVEMBER 14, 2019 | CARY, NC

### Train-The-Trainer

The Train-The-Trainer Course 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.

#### JUST CULTURE CERTIFICATION COURSE

NCHA Members:	\$1,395 pp
The Quality Center PSO Members:	\$1,195 pp
All Others:	\$1,895 pp

#### TRAIN-THE-TRAINER COURSE

NCHA Members:	\$395 pp
The Quality Center PSO Members:	\$295 pp
All Others:	\$495 pp

#### NCHA Member:

Use promo code **NCHAJC2019**

#### The Quality Center PSO Members:

Contact us at 952-283-0525 or [courses@outcome-eng.com](mailto:courses@outcome-eng.com) to receive your promo code.

**REGISTER NOW**

# Learning Objectives & Details



## LEARNING OBJECTIVES:

1. Identify the role of an organization's mission and values in establishing culture of fair accountability and continuous improvement ("just culture")
2. Define "risk monitor" and effective strategies for triggering employees' risk monitors
3. List the five core behaviors representing the spectrum of human intention
4. Define the factors contributing to strong system design and the relationship between risk mitigation, values, and design
5. Describe the legal principles that provide the foundation for a just culture
6. Define the role played by leaders and the tools they use to shape a just culture
7. Identify the role of 'the reasonable person standard' in evaluating perception of risk and behavioral choices
8. Define and contrast values-based, outcome-based and procedure-based duties
9. Define and describe the three duties and how to identify & respond when breaches of those duties occur
10. Demonstrate proficiency using the Just Culture algorithm through guided practice

## 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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## LOCATION

North Carolina Hospital Association  
2400 Weston Parkway  
Cary, NC 27513



MAP & DIRECTIONS



# Agenda & Software

## COURSE PRE-WORK (online video series)

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

**7:30 a.m.–8:00 a.m.**

Sign In and Breakfast

**8:00 a.m.–9:00 a.m.**

Just Culture Overview; Core Values; Alignment with Organizational Values & Expectations; Resolving Conflicts

**9:00 a.m.–10:00 a.m.**

The Cognitive Basis of Choice

**10:00 a.m.–Noon**

The Five Behavior Spectrum & Organizational Response

- interactive small group exercises 1 & 2

**Noon–1:00 p.m.** Break for Lunch

**1:00 p.m.–2:00 p.m.**

System Design

- interactive small group exercise 3

**2:00 p.m.–2:45 p.m.**

Learning Systems/Root Cause Analysis

**2:45 p.m.–3:30 p.m.**

The Three Duties and Breaches of Duty; Legal Justice & Workplace Justice

- interactive small group exercise 4

**3:30 p.m.–4:50 p.m.**

Just Culture Algorithm: Identifying & Judging Breaches of Values; Procedures; Outcomes

**4:50 p.m.–5:00 p.m.**

Debrief Day 1 & Homework

### DAY 2

**7:30 a.m.–8:00 a.m.**

Sign In and Breakfast

**8:00 a.m.–8:30 a.m.**

Review & Teach-back

**8:30 a.m.–10:00 a.m.**

Just Culture Algorithm: Identifying & Managing Repetitive Human Error & Repetitive At-Risk Behavior

**10:00 a.m.–Noon**

Just Culture Algorithm Practice Using Scenarios

- interactive large group exercise

**Noon–1:00 p.m.** Break for Lunch

**1:00 p.m.–2:30 p.m.**

The Big Healthcare Event Exercise

- interactive small group exercise with large group debrief

**2:30 p.m.–3:50 p.m.**

Just Culture Implementation & Change Management

**3:50 p.m.–4:00 p.m.** Debrief & Next Steps

## TRAIN-THE-TRAINER COURSE

### DAY 3

**7:30 a.m.–8:00 a.m.**

Breakfast

**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

