



BARRIERS TO BUILDING A JUST CULTURE

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WHAT IS A JUST CULTURE?

- A place where people feel safe admitting mistakes without feeling of being called out.
- Focuses on learning from mistakes instead of blaming others.
- Why it matters: Builds trust, improves safety, and makes things run smoother.



WHAT GETS IN THE WAY?



- Some organizations stick to the “old way.”
- People don't really want to get blamed.
- Resources (like time and money) are tight.
- Quick preview: I'll break these down in the next slides.

ORGANIZATIONAL CHALLENGES



Stuck in the Past: Change is hard when everyone's used to blaming mistakes.



Weak Leadership Support: If the leaders don't back it, nobody else will.



Bad Policies: Sometimes the rules make it hard to adopt a just culture.



Source: AHRQ Patient Safety Network

PERSONAL CHALLENGES

- **Fear of trouble:** People won't admit mistakes if they think they'll get in trouble.
- **Trust Issues:** Hard to be open if you don't trust your team.
- **Confusion:** Not everyone gets what a just culture is or how it works.
- **Source:** HQCA Just Culture

SYSTEM CHALLENGES

Low Resources: Takes time and money to train and support this shift.



Poor Communication: If people don't talk, nothing changes.



Too Many Rules: Sometimes legal stuff makes it tricky to create a just culture.



Source: BMJ Open Quality

FIXING THESE BARRIERS

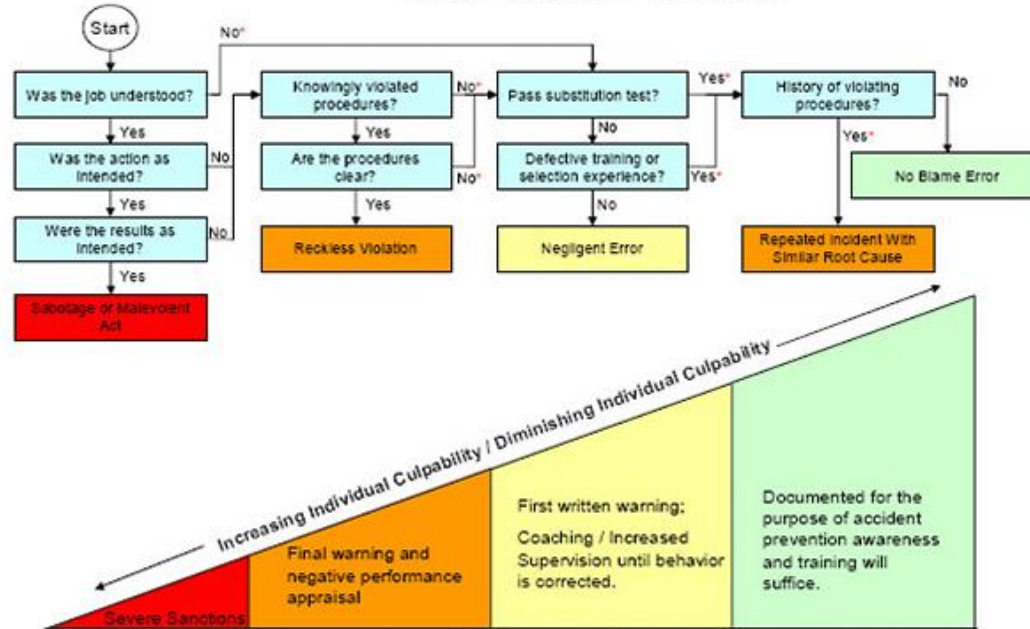
Leaders Need to Step Up: If they're not on board, it won't happen.

Train Everyone: Help people understand what a just culture is.

Update the Rules: Change policies that make people scared to report mistakes.

Source: AHRQ Patient Safety Network

Just Culture Process




* Indicates a 'System' induced error. Manager/supervisor must evaluate what part of the system failed and what corrective and preventative action is required. Corrective and preventative action shall be documented for management review.

GRAPHIC SLIDE



IN CONCLUSION

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- **Why It's Tough:** People don't like change, and trust is hard to build.
 - **Why It's Worth It:** Creates a safer, better place to work.
 - **What Next?:** Start small with better policies and open conversations.

SOURCES

- "Overcoming Barriers to a Just Culture" – HQCA Just Culture. Retrieved from <https://justculture.hqca.ca/overcoming-barriers-to-a-just-culture/>
- "Making Just Culture a Reality: One Organization's Approach" – AHRQ Patient Safety Network. Retrieved from <https://psnet.ahrq.gov/perspective/making-just-culture-reality-one-organizations-approach>
- "Requirements for Implementing a 'Just Culture' Within Healthcare Organisations: An Integrative Review" – BMJ Open Quality. Retrieved from <https://bmjopenquality.bmj.com/content/12/2/e002237>