BARRIERS TO IMPLEMENTING A JUST CULTURE

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Module 9.2 Assignment

WHAT IS JUST CULTURE?

A just culture promotes accountability and learning by focusing on system improvements rather than punishing individuals for honest mistakes. It fosters an environment of trust where employees feel safe to report incidents and mistakes, leading to continuous improvement and transparency.

"A just culture accepts nobody's account as "true" or "right" and others wrong."

"Creating a climate in which disclosure is possible and acceptable is the organization's responsibility"

—Sidney Dekker

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CONCEPTUAL

Culture evolves gradually from bottom-up changes, through conversations and adaptations, focusing on shared values and practices.

PERSONAL AND SOCIAL

Variances in values, beliefs, and attitudes, along with outcome severity and hindsight, affect judgment and trust in just culture implementation

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TECHNOLOGICAL

Technology can lead to catastrophic failures if not properly managed, making it crucial to address potential risks and mitigate them effectively.

LEGAL AND JUDICIAL

Legal contexts often require prosecuting unintended mistakes, creating challenges for implementing just culture principles.

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LINGUISTIC

Negative safety terminology reinforces a deficit-based mindset, hindering just culture by shaping perceptions and limiting constructive dialogue.

PROFESSIONAL AND ORGANIZATIONAL

Varied professional views on justice and competency lead to peer criticism and resistance to external judgment.

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SOCIETAL

Fear of catastrophic failures in complex systems leads to anger and blame, with a tendency to oversimplify and scapegoat in response to human error.

EVOLUTIONARY

Our inherited sense of justice leads to simple-to-complex reasoning errors, affecting how we handle complex, high-hazard situations.
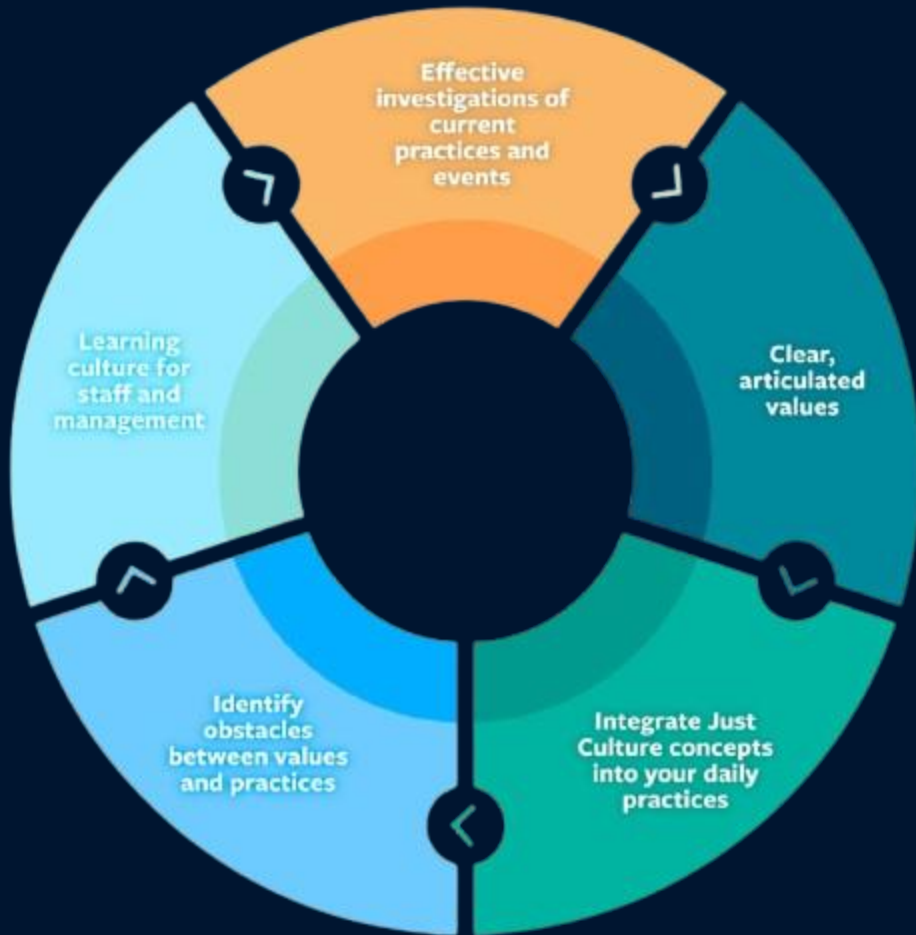
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HISTORICAL

Past unfair treatment for mistakes creates a lasting impact, influencing current behavior and trust within the organization.

REGULATORY

Vague and inconsistent regulations require interpretation, complicating just culture implementation.

JUST CULTURE ALGORITHM

Source: https://www.centerforpatientsafety.org/just-accountable-culture

RESOURCES TO LEARN MORE

- https://humanisticsystems.com/2023/10/18/why-is-it-just-so-difficult-barriers-to-just-culture-in-the-real-world/
- https://www.centerforpatientsafety.org/just-accountable-culture
- https://www.linkedin.com/pulse/breaking-down-barriers-realising-just-culture-chris-ingram/
- https://justculture.hqca.ca/overcoming-barriers-to-a-just-culture/