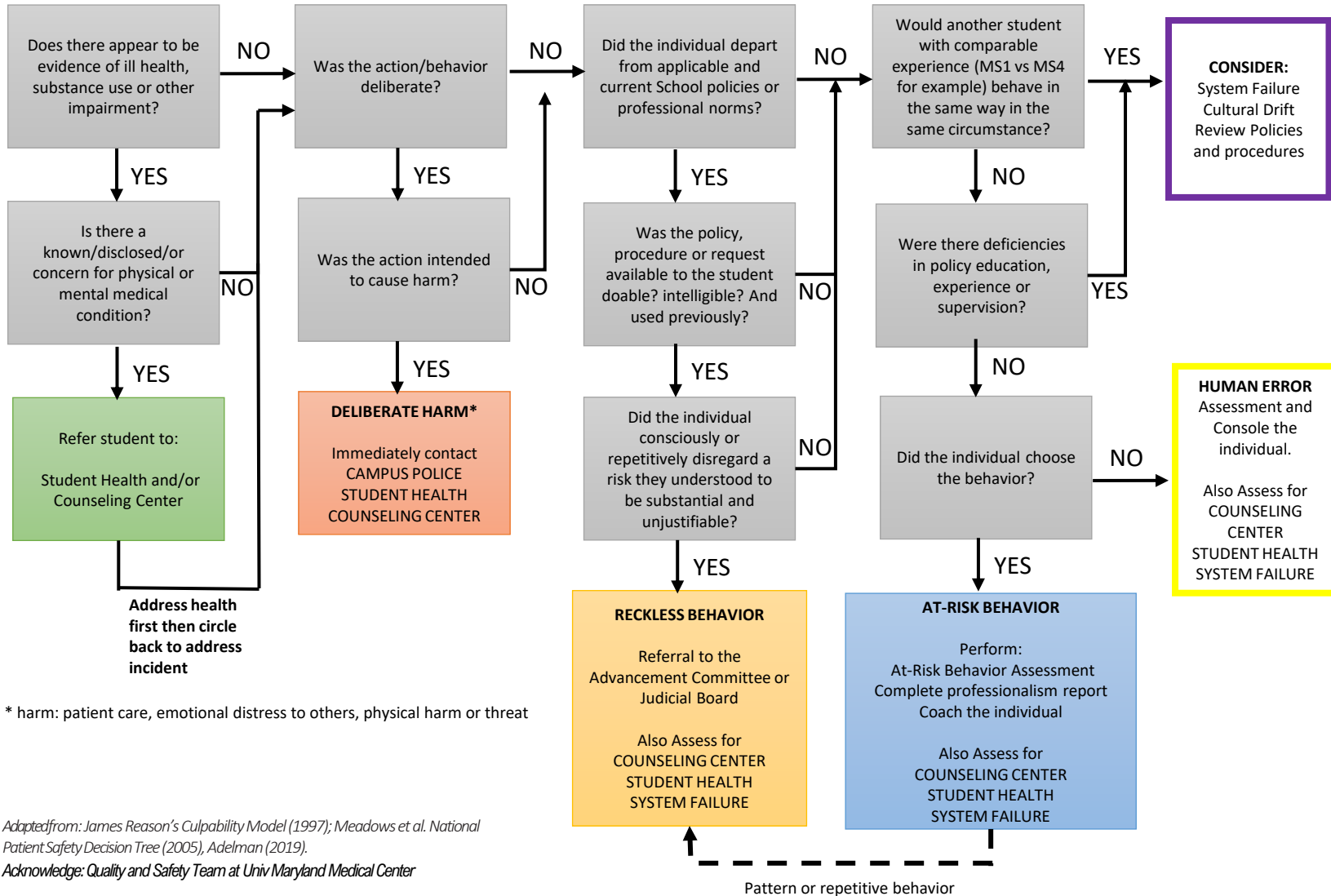


JUST CULTURE PROFESSIONALISM

This algorithm is a guide and should be used after performing an objective assessment of the event. It helps to **differentiate between individual and organizational accountability**. If you cannot answer a question, it is recommended to pause and try to establish facts through the individual involved or individuals present for the event. Offer support to student(s) involved; student may be encouraged to seek support through programs such as the Counseling Center and Student Health. This algorithm should NOT be used for Title IX Complaints.

START HERE



SYSTEM FAILURE

The majority of students try to align behavior with those around them. They try to prevent things from going wrong.

Assessment:

- Training/Competency
- Technology
- Policies
- Communication
- Barriers put in place

Manage Through:

- Information Tech
- Student Council
- Policy or Procedure Change
- to prevent error

HUMAN ERROR	AT-RISK BEHAVIOR	RECKLESS BEHAVIOR
<p>Product of Current design and Human Tendencies</p> <p>Human error Assessment Identify performance-shaping factors:</p> <ul style="list-style-type: none"> • Information • Equipment/Technology • Qualification/skills • Individual factors • Organizational culture • Supervision • Communication <p>Manage by Changing:</p> <ul style="list-style-type: none"> • Choices • Processes • Procedures • Training • Design • Environment 	<p>Conscious choice where the risk is either: Mistakenly believed to be insignificant [OR] Mistakenly believed to be justified</p> <p>AT-RISK Behavior Assessment Identify performance-shaping factors: <u>Type of at-risk behavior:</u></p> <ul style="list-style-type: none"> • Error in risk v. benefit decision • Failure to make risk v. benefit decision <p><u>Why was the decision made?</u></p> <ul style="list-style-type: none"> • Incentives to cut the corner? • Perceptions of risk? <p>How prevalent is the behavior?</p> <ul style="list-style-type: none"> • Individual or group? Rate? <p>Manage Through:</p> <ul style="list-style-type: none"> • Removing incentives for at-risk behaviors • Creating incentives for appropriate behaviors • Increasing situational awareness • Mentoring program • Individualized performance projects 	<p>Conscious disregard of known substantial and unjustifiable risk.</p> <p>Extremely rare among students.</p> <p>Manage Through:</p> <ul style="list-style-type: none"> • Remedial Action • Corrective Action
CONSOLE	COACH	DISCIPLINE

Adapted from: James Reason's Culpability Model (1997); Meadows et al. National Patient Safety Decision Tree (2005), Adelman (2019).
Acknowledge: Quality and Safety Team at Univ Maryland Medical Center