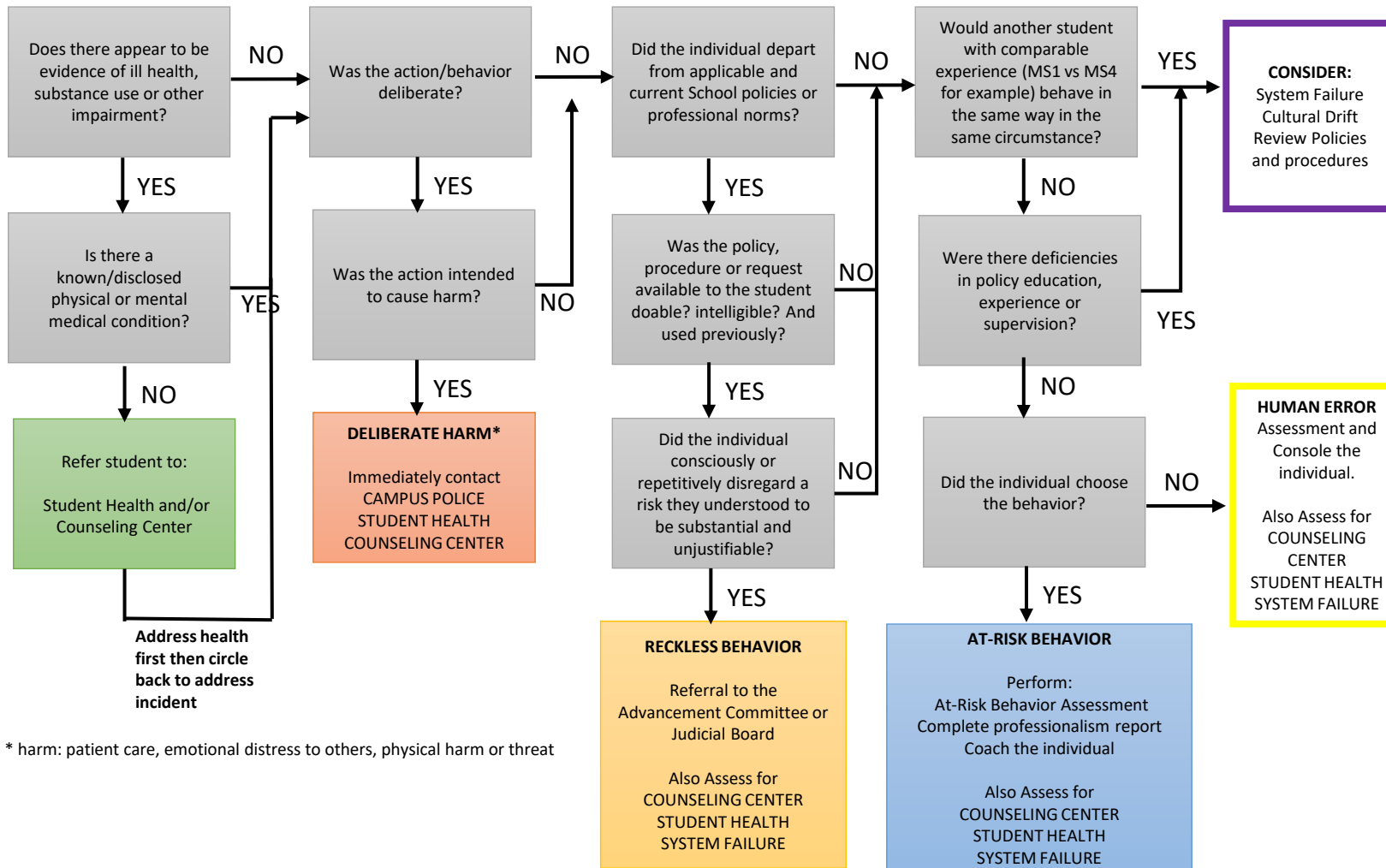


# JUST CULTURE PROFESSIONALISM

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**



\* harm: patient care, emotional distress to others, physical harm or threat

**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 to prevent error

Manage Through::

- Information Tech
- Student Council
- Policy or Procedure Change

HUMAN ERROR	AT-RISK BEHAVIOR	RECKLESS BEHAVIOR
<p>Product of Current design + Human Tendencies</p> <p>Human error Assessment Identify performance-shaping factors</p> <ul style="list-style-type: none"> <li>• Information</li> <li>• Equipment/tools</li> <li>• Task</li> <li>• Qualification/skills</li> <li>• Individual factors</li> <li>• Organizational culture</li> <li>• Supervision</li> <li>• Communication</li> </ul> <p>Manage by Changing:</p> <ul style="list-style-type: none"> <li>• Choices</li> <li>• Processes</li> <li>• Procedures</li> <li>• Training</li> <li>• Design</li> <li>• Environment</li> </ul>	<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</p> <p>Type of at-risk behavior:</p> <ul style="list-style-type: none"> <li>• Error in risk v. benefit decision</li> <li>• Failure to make risk v. benefit decision</li> </ul> <p>Why was the decision made?</p> <ul style="list-style-type: none"> <li>• Incentives to cut the corner?</li> <li>• Perceptions of risk?</li> </ul> <p>How prevalent is the behavior?</p> <ul style="list-style-type: none"> <li>• Individual or group? Rate?</li> </ul> <p>Manage Through:</p> <ul style="list-style-type: none"> <li>• Removing incentives for at-risk behaviors</li> <li>• Creating incentives for appropriate behaviors</li> <li>• Increasing situational awareness</li> <li>• Mentoring program</li> <li>• Individualized performance projects</li> </ul>	<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"> <li>• Remedial Action</li> <li>• Corrective Action</li> </ul>
<b>CONSOLE</b>	<b>COACH</b>	<b>DISCIPLINE</b>