

# Just Culture

CERTIFICATION COURSE

## Creating a Foundation of Justice

There is a struggle in today's world regarding how 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. 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 is changing how industry leaders view the concept of justice. Uniting cutting-edge research from systems engineering, human factors, and the law, this course empowers leaders to make a difference. Returning to their organizations, these leaders have an immediate impact on improving investigations, reducing adverse 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 and helps you guide others along this journey.

Discover the power of a Just Culture. Discover how you can make a difference. Attend our 3-day Just Culture Certification Course and leave with the confidence to work and lead in a Just Culture.

### With a Just Culture, You Can:

- Reduce harm to patients and employees
- Meet Joint Commission expectations
- Improve HCAHPS score
- Make your world a safer place

November

14-16

Las Vegas, NV



DISCOUNTED PRICE FOR PARTNERS

**\$2,250**

USE CODE: HEALTH2017

(standard price: \$3,200)

REGISTER NOW

### Who should attend?

Individuals interested in the Just Culture Model to improve leadership effectiveness.

- Chief Nursing Officer
- Chief Medical Officer
- Chief Safety Officer
- Chief Human Resources Officer
- Chief Operating Officer

### CONTACT

Client Relations

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# Agenda

## DAY 1

**8:00 a.m.–12:00 p.m.**

### **Introduction to Just Culture**

- Introductions
- What is Workplace Justice Today?
- Models of Accountability
- Outcome/severity bias
- How Did We Get Here? A Legal Background
- The Proposition

**12:00 p.m.–1:00 p.m.**

### **Lunch**

**1:00 p.m.–2:30 p.m.**

### **Skill #1: Aligning Values and Expectations**

- Who We Are as Human Beings
- Imposers & Duties
- Life, Liberty and the Pursuit of Happiness
- To Err Is Human
- To Drift Is Human
- Our Risky World
- Managing Competing Values & Competing Duties
- A Simple Model

**2:30 p.m.–3:30 p.m.**

### **Skill #2: Designing Better Systems**

- 16 Design Laws of a Just Culture
- System Design Strategies
- A Case Study, Practical Exercise

**3:30 p.m.–5:00 p.m.**

### **Skill #3: Making Better Behavioral Choices**

- The Model Penal Code
- Human Intentions
- Managing the Three Behaviors
- A Case Study, Practical Exercise
- The Biggest Threat to Safety

## DAY 2

**8:00 a.m.–9:30 a.m.**

### **Skill #3: Making Better Behavioral Choices (cont.)**

- Review
- The “Reasonable Person” Standard
- A Case Study, Practical Exercise

**9:30 a.m.–12:00 p.m.**

### **Skill #4: Learning to Systematically Learn**

- Threshold Investigation
- Five rules of causation
- A Case Study, Practical Exercise
- Causal Diagramming
- A Case Study, Practical Exercise

**12:00 p.m.–1:00 p.m.**

### **Lunch**

**1:00 p.m.–5:00 p.m.**

### **Skill #5: Finding Justice**

- The Three Duties
- Duty to Produce an Outcome
- Duty to Follow a Procedural Rule
- Duty to Avoid Causing Unjustifiable Risk or Harm
- Case Studies, Practical Exercises

## DAY 3

**11:00 a.m.–12:00 p.m.**

### **Skill #5: Finding Justice (cont.)**

- Review
- Repetitive Human Errors
- Repetitive At-Risk Behaviors
- The Duty to Save
- Case Studies, Practical Exercises

**12:00 p.m.–1:00 p.m.**

### **Lunch**

**1:00 p.m.–3:00 p.m.**

### **The Big Event**

**3:00 p.m.–4:00 p.m.**

### **Just Culture Integration—The Road Ahead**

- Final Questions and Answers
- Closing Comments