

Just Culture Definitions

At-Risk Behavior: Behavioral choice that increases risk where risk is not recognized, or is mistakenly believed to be justified.

Coaching: A supportive discussion with the employee on the need to engage in safe behavioral choices.

Counseling: A first step disciplinary action; putting the employee on notice that performance is unacceptable.

Disciplinary Action: Actions beyond remedial, up to and including punitive action or termination.

Error: An act of commission (doing something wrong) or omission (failing to do something right) that reaches the patient and leads to an undesirable outcome or significant potential for such an outcome.

Harm: When an error reaches the patient whether or not there was an undesirable outcome.

Human Error: Inadvertently doing other than what should have been done: a slip, lapse, or mistake.

Impossibility: Condition outside of employee's control that prevents duty from being fulfilled.

Just Culture: A just culture is one that promotes a questioning attitude, is resistant to complacency, and creates an atmosphere of trust in which people are encouraged (even rewarded) for providing essential information, but in which they are also clear about where the line must be drawn between acceptable and unacceptable behavior.

Knowledge-Based Error: Problem solving in a new and unfamiliar situation. The associate knows the situation is unfamiliar and does not know the applicable rules and attempts to solve the problem with attempting to seek out an expert source to assist with solving the problem.

Knowingly or Knowingly Violate: Having knowledge that harm is practically certain to occur.

Level Warnings: Rule violations identified depending on severity of the violation and history of unsafe acts.

Near Miss: An act of commission (doing something wrong) or omission (failing to do something right) that DOES NOT reach the patient but has potential to cause harm.

Performance Shaping Factors: Attributes that impact the likelihood of human errors or behavioral drift.

Punitive Action: Punitive deterrent to cause an individual or group to refrain from undesired behavioral choices.

Purpose: Conscious objective to cause harm.

Reckless Behavior: Behavioral choice to consciously disregard a substantial and unjustifiable risk.

Remedial Action: Actions taken to aid an employee, including education, training, or assignment to a task appropriate to knowledge and skill levels.

Rule-Based Error: A rule-based error is one in which there is a failure to either follow the appropriate rule or a rule is misapplied.

Skill-Based Error: A skill-based error is one committed while completing a task that is so familiar and routine as to be the equivalent of a habit. Skill-based errors are known as slips and lapses.

Substantial and Unjustifiable Risk: A behavior where the risk of harm outweighs the social benefit attached to the behavior.

System-Induced Failure: Poorly designed process or poorly implemented/managed process.

Unhealthy Norms: Generally accepted behavior in lieu of a correct/safe process being implemented or managed.