



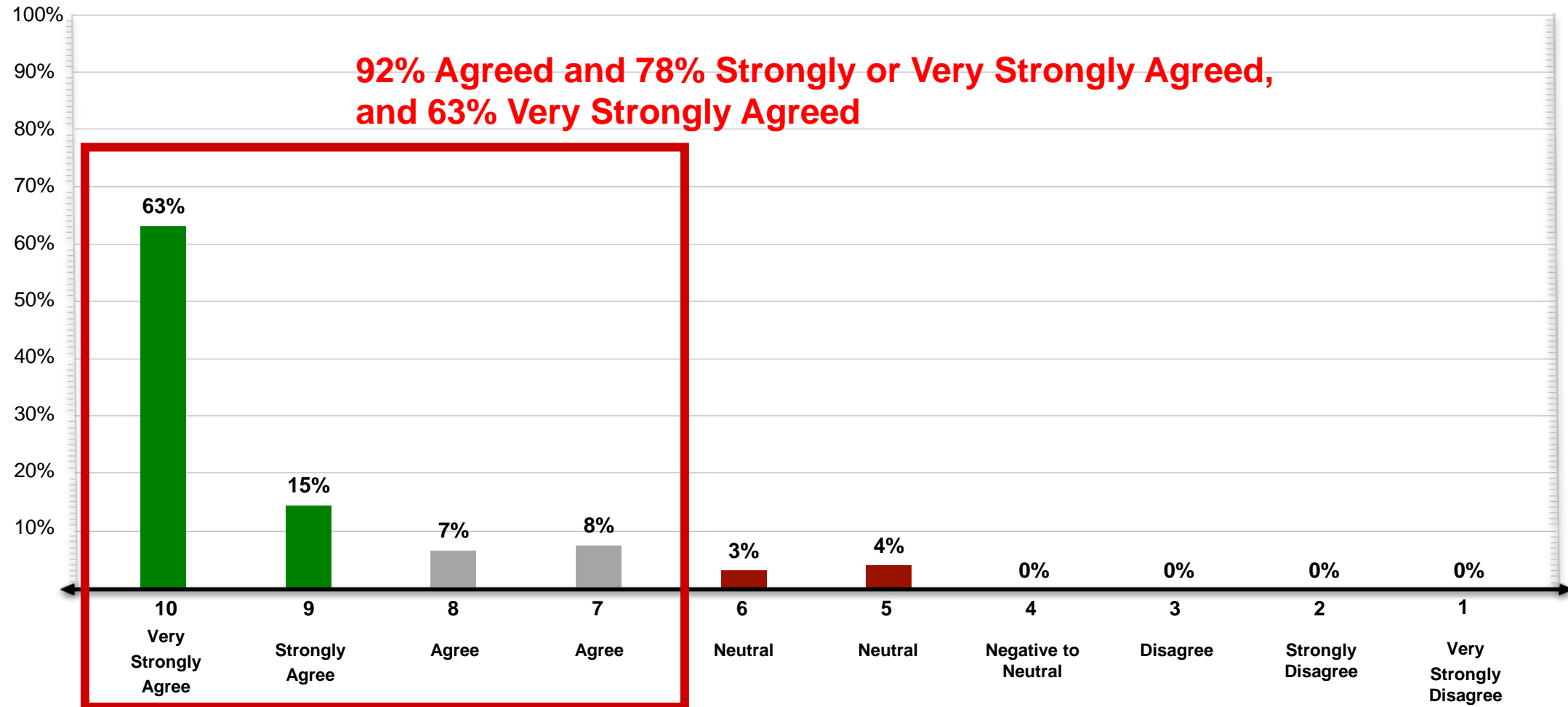
Just Culture: A 2020 Update and Case Studies

March 19, 2020
Webinar Month 137

For resource downloads go to:
www.safetyleaders.org

Anonymous Survey Questions

I would like another webinar on
JUST CULTURE



Source: TMIT High Performer Webinar Series; Just Culture: A 2020 Update and Case Studies – March 19, 2019

The topics I wish to have covered in another webinar on JUST CULTURE

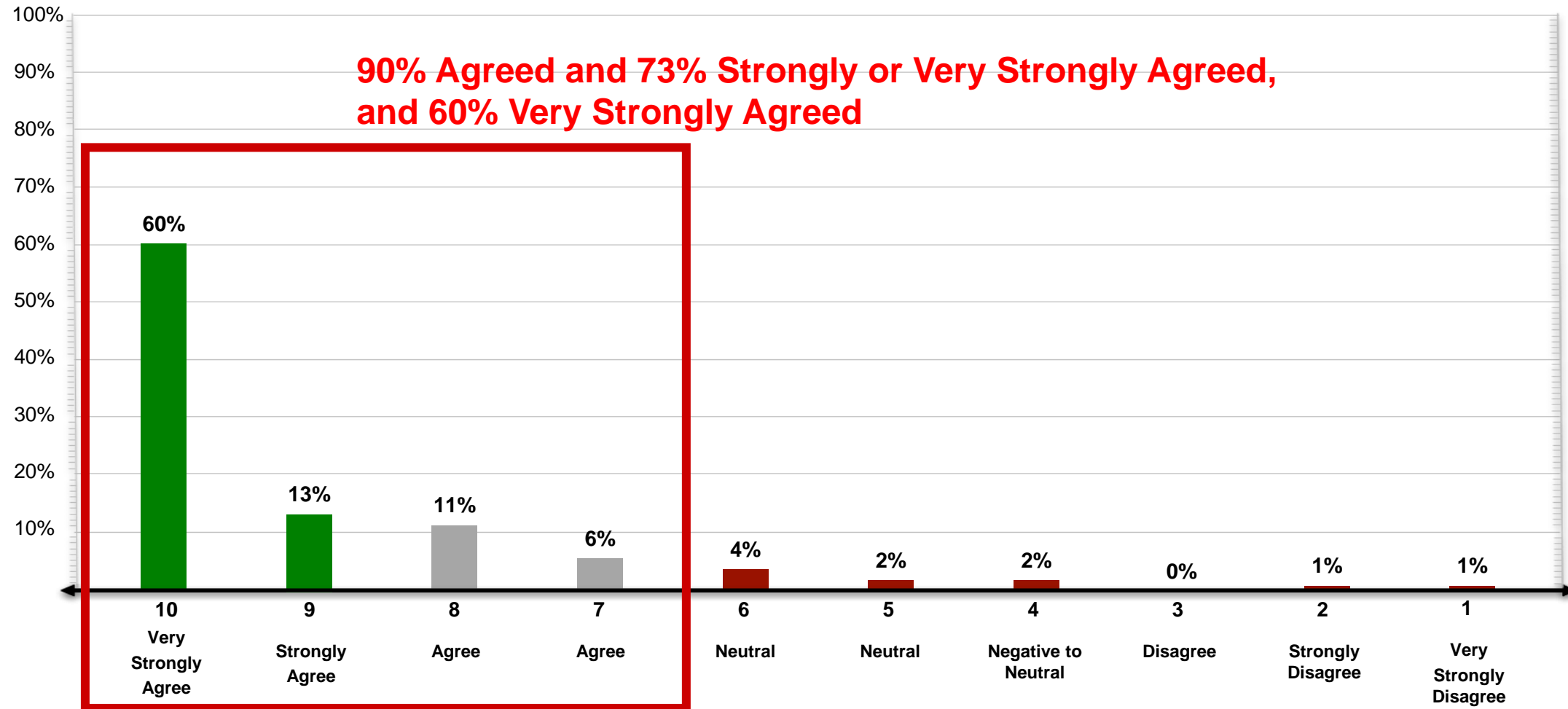
- Accountability, middle managers/supervisors, administrative directors. Not willing to apply JC tools due to time constraints
- Actual case examples that are in the press
- Additional examples and case studies
- Administrative bullying and how to deal with it
- After the root cause analysis is completed... How do you keep engagement and sustainability once an action plan has been created?
- Application successes and opportunities
- Appropriate methods of addressing staff errors/instances of careless behavior (for example, MDs and pharmacists overriding duplicate therapy alerts, allowing duplicate therapies to appear in patient's medication profile)
- Best process to change current culture
- Building a culture of safety and just from quality and risk perspective
- Case studies
- Enjoyed the scenario review. Would like elaboration on the "just culture light" slide and how to move toward the other side of light.
- Expand on how to address issues with employees and mds.
- Explaining that we need to look at what caused the error instead of focusing that the nurse made a mistake.
- F/u on the Vanderbilt case
- Further education on just culture. Also HRO and the role that just culture plays in HRO.
- Go through the algorithm
- Holding leaders accountable. How to change the culture
- How do we propel change from the bottom up
- How to address staff involved in use errors
- How to change culture and move it towards just culture - how to overcome barriers
- How to implement
- How to investigate and educate after an event
- How to overcome the power difference and stand up for what's right?
- How to work with physicians who feel hro is not really that important because physicians know what to do. How to make them more open to discussion.
- HRO lean six sigma
- I liked what was covered
- I went through a just culture seminar in January and a lot of this was what was covered.
- Implementation
- Implementation and buy-in
- Infection control
- Is the process of performing just culture then RCA a good idea to determine if the case should be addressed by HR?
- Just culture and accountability vs no consequence- what does that look like?
- Just culture in pandemic situations
- Keep updated on COVID 19 and more needs to be highlighted on the unattended monitors and double checking before handing out documentation,

The topics I wish to have covered in another webinar on JUST CULTURE

- litigation around just culture
- love the case scenarios discussions
- Love the examples -
- More scenarios
- More case examples
- More case studies
- more case studies - especially ones that require critical thinking
- More on Burnout for the bedside nurse
- More scenarios; overcoming barriers - how to move past "light"
- more specific examples regarding medical error
- Out-Patient Rehab specific webinar.
- overview
- patient identification errors
- Power distance
- real life examples
- Reduce health professionals liability within the healthcare setting.
- Repeated human errors
- Return to the OR...families are told for the wrong reasons
- Scenarios are valuable practice.
- second victim care
- staff shortage and just culture
- Stay at home vs working moms
- thank you, information is good, not sure about specific topics under this umbrella.
- Using Just Culture in Performance management
- What are effective ways to "console" the practitioner when a Human Error occurs. It is not uncommon to hear "kumbaya" or joking with Human Error.

Anonymous Survey Questions

I would like a WEBINAR on CORONAVIRUS CARE FOR CAREGIVERS



Source: TMIT High Performer Webinar Series; Just Culture: A 2020 Update and Case Studies – March 19, 2019

The topics I wish to have covered in WEBINAR on CORONAVIRUS CARE FOR CAREGIVERS

- any topics to help rural hospitals
- Anything...that is a new area for all of us.
- Appropriate PPE use
- Discussion of Recourses at all levels national, state, area, and city/town/community.
- education on how to address
- Effect on resource constraints in Coronavirus care
- emotional issues
- employee safety issues and work arounds for shortages such as N95 masks and ventilators
- General tips
- Generally speaking, nothing specific to recommend
- How do we protect ourselves, family, older family and friends. One comment about this WebEx...there is a whole lot of difficulty following with the true speaker then repeating echo. Great WebEx!! Great info.
- how healthcare leaders can be at the forefront making decisions instead of political leaders
- how to manage abrupt changes
- How to protect ourselves from taking it home
- Impact of healthcare workers
- Lack of supplies and what's being done.
- Monitoring escalating symptoms
- overview
- Pathophysiology of the virus. length of viability on surfaces and in the air. How to handle the panic or hysteria of people not getting the answer to the questions they have. How to get testing done. Where to get testing done.
- Prevention and treatment
- Recap Updated CDC guidelines
- reliable sources for information; precautions
- Resiliency and messaging.
- resources available
- risks of elective procedures
- safety for staff on frontline, issues with staff with childcare responsibilities due to school closures, frontline 65 and over, how to manage.
- staff rights and responsibilities and how to resolve them when in crisis
- Staff safety and management
- Stress and management of care of the home family
- supplies management/conservation strategies
- Supply shortages, Workforce safety
- supporting healthcare providers
- There is already much information out there, but something about how best to determine screening processes when the region has very low prevalence.
- This was a very thorough presentation with something so new in our every day lives. Include more laboratory information for employees that work closely together and recommendations
- updated information
- use of scarce resources
- What is the truth about Coronavirus.
- What to do when supplies run out
- When supplies are short what do we do
- will more commercial testing happen