

## Just Culture includes accountabilities:

1. Duty to avoid causing unjustifiable risk or harm. Breach of this duty occurs when an individual intentionally harms the patient or acts recklessly.
2. Duty to follow a procedural rule. If the individual knows the proper procedure and it is possible to follow the rule (e.g., the procedure for inserting a central venous catheter), failure to do so represents a breach of this duty.

### If a duty has been breached, there are three identified behaviours:

- i) Human error - inadvertently doing other than what should have been done.
- ii) At-risk behaviour - a behavioural choice is made that increases risk where risk is not recognized or is mistakenly believed to be justified.
- iii) Reckless behaviour - action taken with conscious disregard for a substantial and unjustifiable risk.

### THREE BEHAVIOURS:

HUMAN ERROR	AT-RISK BEHAVIOR	RECKLESS BEHAVIOR
<i>Product of Our Current System Design</i>	<i>A Choice: Risk Believed Insignificant or Justified</i>	<i>Conscious Disregard of Unjustifiable Risk</i>
Manage through changes in: <ul style="list-style-type: none"> <li>• Processes</li> <li>• Procedures</li> <li>• Training</li> <li>• Design</li> <li>• Environment</li> </ul>	Manage through: <ul style="list-style-type: none"> <li>• Remove risk incentives for at-risk behaviours</li> <li>• Create incentives for healthy behaviours</li> <li>• Increasing situational awareness</li> </ul>	Manage through: <ul style="list-style-type: none"> <li>• Remedial action</li> <li>• Disciplinary action</li> </ul>
<b>CONSOLE</b>	<b>COACH</b>	<b>DISCIPLINE</b>

Source: [www.justculture.com](http://www.justculture.com)