

St. Joseph Health
JUST CULTURE



Leader Toolkit

2014

Just Culture Case Study Template

St. Joseph Health 

A Ministry founded by the Sisters of St. Joseph of Orange

Training Scenario		
PART I		
Step 1. Event Investigation - Important to get staff perspective on these questions		
What happened?		
What normally happens?		
What does the procedure require (if applicable)?		
Step 2. Create a Timeline of the Event (the purpose of this section is to use interview data and other data available to construct a timeline of significant events/behaviors that will help with analyzing the causal behaviors and other contributing factors)		
Timeline of the Event		
Date	Time	Significant Events
Step 3. What Caused the Event? (insert statement or attach process diagram) “Why did it happen?”		

PART II		
Step 4. Systems and Behaviors Response Guide		
As you move through the various questions of the Guide, record the questions, the answer “Yes” or “No” and the rationale behind the answer. If applicable, be sure to provide evidence of reckless behavior, knowingly caused harm or consciously disregarded substantial and unjustifiable risk. Check the Duty below that applies to the event		
Answer System Design Questions Below		Y or N
Can the System Contributor(s) to the risk be removed?		
Can a barrier be applied or installed?		
Can a backup component be applied or installed?		
Is a recovery option available?		
Is there another system design strategy available?		
Indicate system and/or process changes that will be made as a result of the error. How will the risk be managed in the future?		
1. 2. 3. 4. 5.		
Step 6. Behavior Response – evaluate for person involved		
Person Involved	Impossibility/Human Error/At-Risk/Reckless Knowingly or purpose to cause unjustifiable harm Purpose to cause unjustifiable harm	Repetitive?
Step 7. Review past performances with HR to determine the action (check final action)		
<input type="checkbox"/> Support:		
<input type="checkbox"/> Console:		
<input type="checkbox"/> Coach:		
<input type="checkbox"/> Formal Corrective Action (identify specific action)		