We struggle in today’s world 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 like healthcare. 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 changes how industry leaders view the concept of justice. Synthesizing research from systems engineering, human factors, and the law, this course empowers leaders to make a difference. Leaders make an immediate impact upon returning to their organizations to improve 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.

All course participants will also receive a one-year subscription to the newly released Just Culture Assessment Tool (JCAT) and the Just Culture Academy. JCAT will support participants’ use of the Algorithm and help operationalize Just Culture in their organizations. The Just Culture Academy provides additional learning opportunities through online modules, articles, and scenarios.

Outcome Engenuity is the only firm that provides Just Culture training AND certifies through testing that course attendees have the depth of knowledge to lead their organizations in cultural transformation to a Just Culture.
LEARNING OBJECTIVES:

1. Describe the five skills that lead to producing better outcomes
2. Identify the role of an organization’s mission and values
3. Define the factors of system design and good design strategies
4. Describe the principles of managing the three core behaviors
5. Describe the legal principles that provide the foundation for Just Culture
6. Define the role played by imposers and the tools they use
7. Identify the role of ‘the reasonable person standard’
8. Evaluate the role of ‘natural’ law
9. Define and contrast outcome-based and procedure-based duties
10. Define and describe the three duties and identify breaches of those duties
11. Demonstrate proficiency using the Just Culture Algorithm™ through guided practice
12. Describe Just Culture implementation strategies

WITH A JUST CULTURE, YOU CAN:

- Reduce adverse events
- Meet regulatory expectations
- Improve operational reliability
- Build a more accountable culture

WHO SHOULD ATTEND:
Leaders interested in Just Culture as a means to improve their effectiveness including:
- Safety Officers
- Human Resource Directors
- Operations Directors
- Risk Managers

COURSE LOCATION AND MAP

Improving
5445 Legacy Drive
Suite 100
Plano, TX 75024

Courses
Email: courses@outcome-eng.com
Phone: (952) 283-0450

www.outcome-eng.com
### COURSE PRE-WORK

**Just Culture Academy (online)**
1. Systems of judgment (criminal, workplace, schools, church, family)
2. Humans as autonomous creatures (errors, choices, missions, values)
3. How the world around us shapes our behavior
4. The model penal code and levels of intention
5. History takes a turn – the criminalization of human error
6. It’s all about the outcome (severity bias) - “no harm no foul”
7. Just Culture as a means to turn the tide

### DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m.-9:00 a.m.</td>
<td>Just Culture Overview and Core Beliefs</td>
</tr>
<tr>
<td>9:00 a.m.-10:00 a.m.</td>
<td>How System Design Influences Errors and Choices</td>
</tr>
<tr>
<td>10:00 a.m.-Noon</td>
<td>Human Behavior and Practice</td>
</tr>
<tr>
<td>Noon-1:00 p.m.</td>
<td>Break for Lunch</td>
</tr>
<tr>
<td>1:00 p.m.-2:00 p.m.</td>
<td>Learning Systems/Root Cause Analysis</td>
</tr>
<tr>
<td>2:00 p.m.-3:00 p.m.</td>
<td>The Three Core Duties and Breaches of Duty</td>
</tr>
<tr>
<td>3:00 p.m.-4:00 p.m.</td>
<td>Just Culture Algorithm™</td>
</tr>
<tr>
<td>4:00 p.m.-5:00 p.m.</td>
<td>Just Culture Algorithm™ Practice</td>
</tr>
</tbody>
</table>

### DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m.-Noon</td>
<td>Just Culture Algorithm™ Practice Using Scenarios</td>
</tr>
<tr>
<td>Noon-1:00 p.m.</td>
<td>Break for Lunch</td>
</tr>
<tr>
<td>1:00 p.m.-2:30 p.m.</td>
<td>The Big Healthcare Event Initiatives</td>
</tr>
<tr>
<td>2:30 p.m.-4:00 p.m.</td>
<td>Just Culture Implementation Discussion</td>
</tr>
</tbody>
</table>

### POST - COURSE READING (OPTIONAL)

**Dave’s Subs**
*A Novel Story About Workplace Accountability*

All course attendees will receive a one-year subscription to the Just Culture Assessment Tool. This software helps organizations hardwire Just Culture into their organization by:

- Operationalizing the use of the Just Culture Algorithm™
- Improving the quality and consistency of assessments by providing “Online Advisor” tips and techniques
- Saving completed assessments for review by others, resulting in better management and HR oversight of assessments