

**Just Culture Supplemental Items**

Please answer the following questions about your knowledge and practice related to just culture. For each question, mark the ONE best answer. If you are unsure of an answer, please mark "Don't Know".

1. Indicate your experience in just culture training.

- a. I have no experience with just culture.
- b. I have some experience with just culture but not as a result of formal education.
- c. I have completed SOME formal training in just culture.
- d. I have completed EXTENSIVE formal training in just culture.
- e. I am a certified Just Culture Champion.

1a. I have received training on how to use the Just Culture Algorithm.

- a. YES, I have received training on how to use the Just Culture Algorithm.
- b. NO, I have not received training on how to use the Just Culture Algorithm.

2. What are the three categories of behavioral choices managers identify from the perspective of just culture?

- a. Don't Know
- b. Front-line behaviors, Management behaviors, System behaviors
- c. Individual vigilance, Unit-focused behaviors, Organization-focused behaviors
- d. Human error, Risky behavior, Negligent behavior
- e. Human error, At-risk behavior, Reckless behavior

3. Which of the following is NOT a duty employees are responsible for in a just culture?

- a. Don't Know
- b. Duty to produce an outcome
- c. Duty to provide quality care
- d. Duty to follow a procedural rule
- e. Duty to avoid causing unjustifiable risk or harm

4. What are the three management responses to employee actions in a just culture?

- a. Don't Know
- b. Console, Coach, Punish
- c. Counsel, Re-train, Warn
- d. Educate, Warn, Punish
- e. Root Cause Analysis, Warn, Punish

5. During the investigation phase, what perspectives are used to determine what happened and what would normally happen?

- a. Don't Know
- b. Actual/Predictive
- c. Retrospective/Prospective
- d. Internal/External
- e. Subjective/Objective

**Please indicate how often the following actions are taken in your department.**

	<u>Never</u>	<u>Rarely</u>	<u>Some-times</u>	<u>Most of the time</u>	<u>Always</u>
6. We look at more than staff actions to understand why errors happen.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Learning, rather than blame, is emphasized when staff make errors.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. We try to understand the factors that lead to patient safety errors.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff are treated fairly when they make errors.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. We review our policies and procedures to see if they contribute to errors.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>