



**Juanna Brandon**

**DNP, MBA, RN, NE-BC**

**Nurse Executive**

## **Implementing the Just Culture Guide to Improve the Culture of Safety**

### **PURPOSE**

The purpose of this scholarly project was to implement the Just Culture guide for leaders in the Newborn Center to utilize while conducting investigations on safety events. This program was intended to increase the knowledge of Just Culture principles and utilize psychological safety when talking to staff about errors to help increase the staff's perception of non-punitive response to errors.

### **BACKGROUND**

The project was implemented in a large Newborn Center in the southwestern United States.

### **METHODOLOGY**

The launch of the Just Culture program started with an educational session that was offered to the leaders in the Newborn Center to offer an overview of the project. A survey was deployed using the Red Cap platform for both leaders and staff. This method was chosen as it allowed for easy access, at any time, and would store data in a secure site. A pre-survey was deployed to get a baseline and a post-survey was assessed after the intervention. The Logic Model was used for planning and evaluating the interventions.

### **RESULTS**

The results of the leaders' surveys showed statistical improvement in leaders' comfort in utilizing Just Culture principles. The staff survey did not show improvement post-intervention. The Leaders' mean scores of confidence in using the Just Culture guide when investigating safety scoops also improved.

### **IMPLICATIONS**

Leaders must understand and feel comfortable with Just Culture principles. Leaders have a significant influence in shaping the safety culture in the unit. Utilizing a tool such as the Just Culture guide helps leaders create a standardized approach to investigating safety events. The project had good participation, and the sessions were interactive and informative.

A potential future project would be to extend the Just Culture program for a year. Changing the patient safety culture is ongoing, and leaders need to practice utilizing the tool in actual safety events. Practicing psychological safety techniques when talking to the staff about errors would be a significant next step.