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JUST CULTURE AT ADVANCED LIFE SYSTEMS

| An organizational philosophy built around a culture of safety.



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What is a Just Culture? We are here to talk about the philosophy around Just Culture and its importance to Advanced Life Systems.

Pursuit of Excellence

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"Gentlemen, we are going to relentlessly chase perfection, knowing full well we will not catch it, because nothing is perfect. But we are going to relentlessly chase it, because in the process we will catch excellence."

-Vince Lombardi, Legendary
Coach of the Green Bay Packers

The background of the slide is a photograph of a group of people in a meeting, overlaid with a semi-transparent blue filter. On the left side, there is a vertical black line. To the left of this line, the number '07' is displayed in a large, white, sans-serif font.

07



**Every error, accident or
unplanned event is an
opportunity.**

Just Culture is a values-supported model of shared accountability.

- Personal values
- Company values
- Mission

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Our Mission:

To provide excellence in emergency and non emergency medical care and transport for the sick and injured.

To serve our patients, customers, and associates with respect, kindness, understanding and ethical behaviors at all times.

Advanced Life Systems is dedicated to selecting, training, and nurturing the right employees to assure the highest level of professionalism, leadership and excellence.



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The Just Culture Approach:

The Just Culture Approach:

- Addresses the **mission and values** of the organization.
- Establishes and defines **clear expectations**.
- Continually **evaluates systems** that mitigate risk and improve safety.
- **Addresses human conduct** while continuing to recognize the inherent fallibility of human factors in the system.
- It requires collaboration across all levels of the company.

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5 Traits of High Reliability Organizations

- Sensitivity to Operations
- Reluctance to accept "simple" explanations for problems.
- Preoccupation with failure
- Deference to Expertise
- Resilience



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Sensitivity to Operations

We maintain constant and close awareness of our operations.

- CAD/Communication Center Hub: 911 and non-Emergency response
- Scheduling: Resource allocation
- Clinical oversight
- Vehicle operations/maintenance



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Reluctance to Simplify

We don't accept the "simple" answers.

- Usually there is a deeper, root cause once the quick, emotional, response passes.
- We do not jump to a conclusion.



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Deference to Expertise

We listen to the experts....

- People have their own expertise.
- We are not all knowing.
- Deferring to the experts increases quality.



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Resilience

We are restless! This restlessness contributes to our resilience.

- We are prepared to respond to failures.
- We look for redundancies.
- We continually finding new solutions.



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Risk

Risk is everywhere...especially in EMS

- We aim to mitigate risk through the use of systems: Protocols, policies, SOPs.
- However, we recognize that we cannot have a protocol, policy or SOP for every situation that presents to EMS.
- Risk-Benefit Analysis is something we do every day, every hour, every minute, every second.
- Do we sometimes take too much risk?

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ERROR

ACCIDENT

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**NO HARM, NO
FOUL, NO
IMPROVEMENT**

It's not about the outcome...

- The severity of the incident does not change the process. This is critical to creation of a safe environment for error/event reporting by staff.
- Every incident, regardless of severity, goes through the same process of review looking at risk, existing systems and human behavior choices. We ask the "why's" and the "hows."

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How to report? multiple means...

- Incident Reporting System-Web browser <http://ir/>
- Email Supervisor Groups
- Open door-Come talk to a supervisor, manager, VP or CEO, etc.



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Once we learn of an incident, the fun begins....

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- We start by evaluating the RISK present.
- What existing systems are in place and how did they work in mitigating the RISK?
- We tweek the system if we come up with a better solution.
- We analyze the individual's perspective (Training/Knowledge/Intent/Choices)



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Employer Duties and Expectations

- The company has expectations of all the employees related to conduct, performance and skill/technical knowledge of their duties.
- It is our job to ensure that you all understand these expectations: Why we have them, and how they align with our mission.
- We all have the duty to prevent unnecessary risk or harm

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Expectation Examples:

- Uniform standards: Shirt tucked, clean and in good shape
- Timeliness: Arriving to work on time ready to work.
- Clinical Standards: Quality Improvement/ Quality Assurance Findings



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Do you have any **questions?**