

# 5<sup>th</sup> Annual DIA Hospital Education Program

## Just Culture: Moving Beyond No Harm/No Foul

<b>LOCATION AND DATE</b>	April 28, 2015 Airport Holiday Inn, Des Moines, IA
<b>SPONSORING ORGANIZATIONS</b>	Telligen under contract with the Iowa Department of Inspections & Appeals' Health Facilities Division
<b>PROGRAM OBJECTIVES</b>	<ol style="list-style-type: none"> <li>1. Demonstrate the link between system safety and workplace justice</li> <li>2. Understand human fallibility and free will, and how systems can be designed around that fallibility</li> <li>3. Build competency around the three manageable behaviors; human error, at-risk behavior, and reckless behavior</li> <li>4. Build competency around the three duties; duty to avoid causing unjustifiable risk or harm, duty to follow a procedural rule, and duty to produce an outcome</li> <li>5. Identify the outcome bias and its negative impact on system safety (no harm - no foul)</li> <li>6. Understand the steps in implementing a Just Culture</li> </ol>

TIME	AGENDA ITEMS	SPEAKER
7:30-8:15	Registration and Continental Breakfast	Telligen Team
8:15-8:30	Welcome and Introduction	Pat McDermott, RN State Hospital Licensing Board Chair
8:30 – 9:00	Patient Safety and the Just Culture: An Introduction	David Marx
9:00-10:30	Mission, Values and Expectations	David Marx
10:30- 10:45	<b>BREAK</b>	
10:45- 11:15	Components: Understanding How We Humans Fail	David Marx
11:15 – 12:00	Learning to Design Robust Systems	David Marx
12:00-1:00	<b>LUNCH</b>	
1:00-1:30	Building a Learning Culture	David Marx
1:30 – 2:30	Introduction to the Algorithm	David Marx
2:30-2:45	<b>BREAK</b>	
2:45- 3:45	Practice: Systems and Behaviors	David Marx
3:45 – 4:00	Wrap-Up: What Leaders Can Do	David Marx
4:00-4:15	Wrap-Up and Evaluation	Mary Beth Sorensen

