

<b>Policy Title:</b>  <b>Culture of Patient Safety (Just Culture)</b>	<b>Policy Owner:</b> Risk Management	
	<b>Approval By:</b> CEO	
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It is a strategic goal of St. Thomas Elgin General Hospital (STEGH) to lead in safety best practices and the prevention of patient adverse events within the support of a just culture.

To create a culture that will support this goal, STEGH has adopted the following principles about patient safety that will guide [the worker](#):

- The organization and each worker equally share the accountability for ensuring the safest possible patient care and service.
- Worker reports of errors, near misses and [adverse events](#) are a necessary component in developing procedures and practices to prevent recurrence, and must be immediately reported diligently and without fear of reprisal by all workers in accordance with [STEGH Adverse Event Reporting and Management policy](#).
- The majority of errors, near misses and adverse events involve competent and caring workers interacting with complex systems. STEGH responds to reports of errors, near misses and adverse events by carefully examining and improving the systems of care.
- STEGH needs and values the participation of staff and professionals in the investigation of the system of care, and in creating, analyzing and testing improvements:
  - STEGH will create and foster a supportive environment for all staff and professionals to report errors, near misses and adverse events; and
  - STEGH will share successes and errors so that we can all learn from one another; and
  - STEGH will track errors, near misses and adverse events, so that we can identify trends and patterns that require investigation and improvement.
- STEGH has a responsibility to address and document the actions of individual(s) when their actions fail to meet professional, patient care and/or service standards. These situations include:
  - Intentional acts meant to harm or deceive;
  - Physical or mental impairment of a worker;
  - Substance abuse by any worker; and
  - Unacceptable or Reckless Behaviour. If an individual cannot practice in a reliably safe manner, in spite of education and coaching, the situation will be treated as a worker competency or performance issue in accordance with professional standards and Human Resource principles.

## DEFINITIONS

**Adverse Event** - An unexpected incident or circumstance which has caused (or the capacity to cause) harm or death to an individual; loss or damage to property; or risk to the normal/usual operations of the hospital.

**Worker** - employees, physicians, students, volunteers & agents of the hospital.

## REFERENCES

[STEGH Adverse Event Reporting and Management policy](#)

For the most up-to-date version of this policy, please refer to the on line Policy Manual found within STEGHNET. Hard copy versions of this policy cannot be verified as being accurate.