“Just Culture”: A Key to Quality & Safety

Saturday, November 11, 2017
10:00 a.m. – 11:15 a.m.

Speakers
Alison H. Page, MHA, MS, FACHE

Session Objectives
At the conclusion of this session, attendees will be able to:

1. Examine the philosophy and key elements of a Just Culture.
2. Describe how a Just Culture can impact quality & safety.
3. Differentiate between human error, at risk behavior, and reckless behavior.
4. Identify appropriate organizational response to human error, at-risk behavior, and reckless behavior.

Conflict of Interest/Financial Disclosure
The planners and speaker(s) have disclosed the following financial relationships and/or conflicts of interest:

<table>
<thead>
<tr>
<th>Name</th>
<th>Financial Relationship</th>
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<tbody>
<tr>
<td>Alison H. Page, MHA, MS, FACHE</td>
<td>None</td>
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<tr>
<td>Bette Braem</td>
<td>None</td>
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<tr>
<td>Ruth Bakken, RN, BSN, CHTC</td>
<td>None</td>
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