



MATHERS SAFETY SNAPSHOT

THE JUST CULTURE ALGORITHM

DEFINITIONS	EVENT INVESTIGATION
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Knowingly- practically certain that conduct will cause harm

Impossibility- condition outside of employee's control that prevents duty from being fulfilled

Counseling- a first step disciplinary action: putting the employee on notice that performance is unacceptable

Human Error- inadvertently doing other than what should have been done; a slip, lapse, mistake

At-risk Behavior- behavior that increases risks where risk is not recognized, or is mistakenly believed to be justified

Substantial & unjustifiable risk- a behavior where the risk of harm outweighs the social utility associated with the behavior

Purpose- conscious objective to cause harm

Social Utility- the societal benefits derived from a behavior: the value the judging body puts on the behavior

Coaching- supportive discussion with the employee on the need to engage in safe behavioral choices

Reckless Behavior- behavioral choice to consciously disregard a substantial and unjustifiable risk

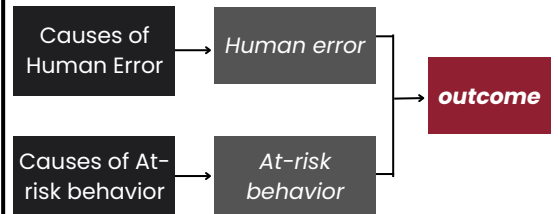
Punitive Action- punitive deterrent to cause an individual or group to refrain from undesired behavior

Remedial Action- actions taken to aid employee including education, training, assignment to task appropriate to knowledge and skill

EVENT INVESTIGATION

The Five Rules

- Rule 1**
Casual statements should clearly show the "cause and effect" relationship.
- Rule 2**
Negative descriptions (e.g. poorly, inadequate) should not be used in casual statements.
- Rule 3**
Each human error should have a preceding cause.
- Rule 4**
Each procedural deviation should have a preceding cause.
- Rule 5**
Failure to act is only casual when there was a pre-existing duty to act.



THE RESPONSE TO AN EVENT

Single Human Error: Console Employee, Conduct Human Error Investigation

At-Risk Behavior: Coach Employee, Conduct At-Risk Behavior Investigation

Reckless Behavior: Counsel Employee, Use remedial action to change behavior (where appropriate), use disciplinary action to change behavior

Repetitive Errors on At-Risk Behaviors: Investigate to determine source of repetitive errors or at-risk behaviors, if sources resides in system-change the system, if source is within employee- consider remedial and then punitive action to address risk

System Investigation: Identify how the risk was being managed ahead of the event.

At-Risk Behavior Investigation: Identify the type of at-risk behavior, the reason for the decision made and the prevalence of the behavior.

Human Error Investigation: Explain human errors by identifying the performance shaping factors.