

Collaborative Just Culture™ Change Management Checklist

1. Initial Preparation and Readiness Assessment:

- Have key individuals been identified to assist in leading the culture change needed to sustain Collaborative Just Culture™ improvement? Who are they and what are their positions? What is their “stake” in the success of Collaborative Just Culture™?
- Do you have balanced representation of Executives, Champions, and Coaches from the following groups within your organization:
 - Risk/Quality/Patient Safety?
 - Human Resources?
 - Each operational department (both clinical and non-clinical)?
 - Organization integration?
 - Frontline staff?
- Is your occurrence reporting system aligned with Collaborative Just Culture™ principles and concepts?
 - How do employees see the reporting system? Is it easy to use? Is the organization responsive? Are employees recognized for identifying both behavioral and system risks?
 - Do your Root Cause Analyses and event investigations identify both Systems and Behavioral contributors?
- Do you have a consistent method of communicating organization goals and cultural objectives. What are your methods for communicating and sustaining significant change within the organization?
- Can your employee performance review system be adapted to include Collaborative Just Culture™ recognitions and positive incentives for safe behaviors?



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2. Identification of Organization Challenges and Strengths:

- What organizational barriers exist that may make the Collaborative Just Culture™ change challenging for your organization?
(Note: Discussion on this topic should be candid and remain confidential among organization Champions. Focus on identifying key behaviors to incentivize among those individuals who may be skeptical of Collaborative Just Culture™ applications. Oftentimes, the individuals who initially express the most concern and skepticism will become your strongest champions and positive change agents going forward. We should take their concerns seriously.)
- What organizational strengths and assets exist that will facilitate the Collaborative Just Culture™ change for your organization?
- What criteria are used to recognize and reward managers and supervisors?
 - Can individuals be recognized and promoted who role model and exhibit the behaviors consistent with a Collaborative Just Culture™?
 - Are managers and supervisors regularly recognized and rewarded for driving cultural change within the organization?
- What processes, procedures, criteria or cultural norms exist in your organization to resolve issues of competing priorities?
 - Identify the competing initiatives exist that make it challenging to focus attention on Collaborative Just Culture™.
 - What projects and/or responsibilities can be integrated with our Collaborative Just Culture™ expectations of managers and supervisors? (For example, Staff meetings can be seen as an opportunity for managers and supervisors to invite frontline staff to “coach up” to their managers and supervisors by identifying at-risk behaviors and system vulnerabilities and risks.)
 - What projects and/or responsibilities can be eliminated or adjusted as you identify high-value Collaborative Just Culture™ behavioral expectations of your managers and supervisors?

