# CULTIVATING RADIOLOGY LEADERSHIP: FORGING A PATH TO A FAIR & JUST CULTURE

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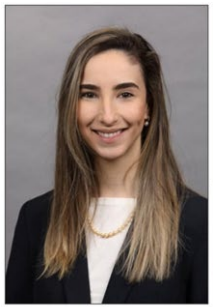

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Purpose: To implement a comprehensive training seminar on Fair & Just Culture (FJC) for our radiology leaders (radiologist and staff) within Emory Healthcare and determine the impact on knowledge of key concepts

Implementing FJC helps organizations to achieve high reliability and increase the following areas

# Example FJC Course Content

**Intro** *10 min*

**Understand Key Concepts in Just Culture** *40 min*

a. Describe the benefits of a Just Culture
b. Define Fair & Just Culture
c. List the three human behaviors involved in errors
d. Discuss how human errors are best managed
e. Apply Emory's Just Culture Algorithm

**BREAK** *10 min*

**Investigate Error Events** *20 min*

a. Describe when to use RCA vs ACA
b. Tools for investigation

**Manage Your Team(s)** *30 min*

a. Describe the experience of a second victim
b. Use appropriate language when investigating/giving feedback
c. Practice apologizing

**Debrief (Survey & Discussion)** *10 min*

- 2.5-hour long course (in person only)
- Pre & Post survey on knowledge, skills, and attitude towards FJC principles (17 & 22 questions )

FJC POST

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# FJC Course Content

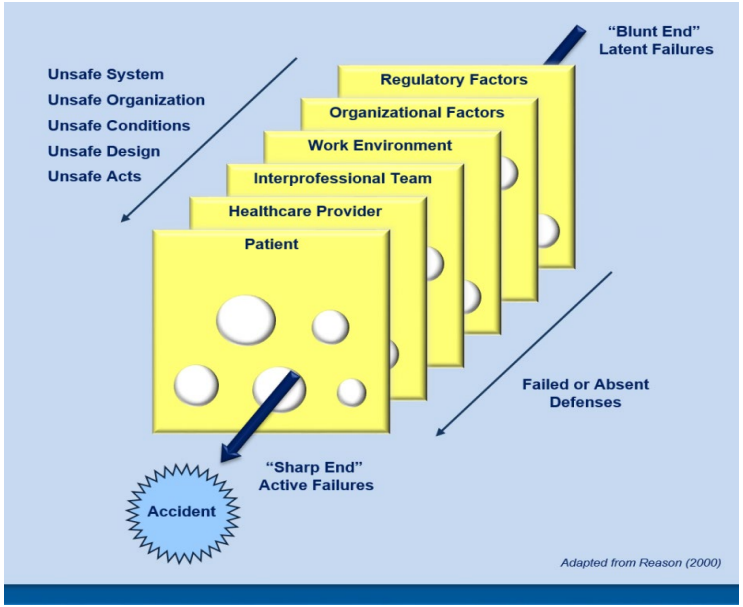
## To Error is Human…

**Human Error**

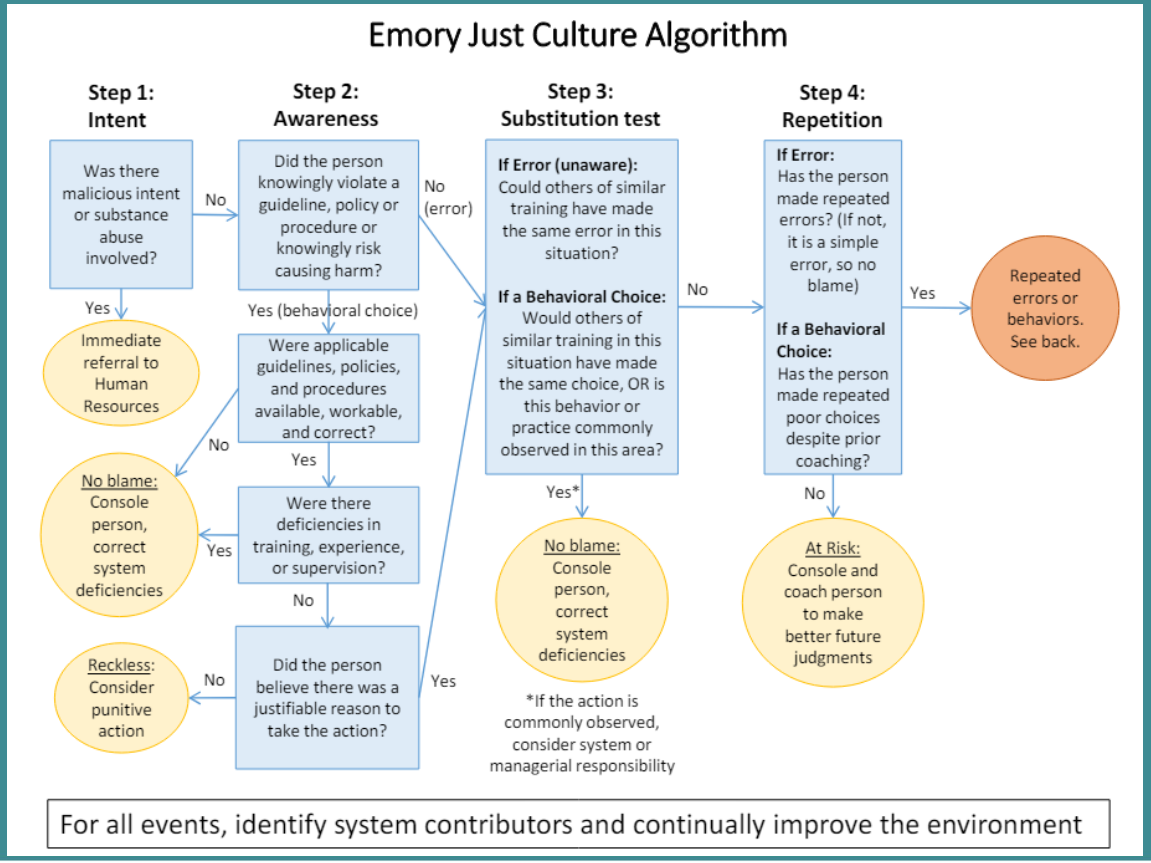
**At Risk Behavior**

**Reckless Behavior**

## Conceptual Models



# FJC Algorithm: Practice Scenarios




- Radiology Specific Scenarios
- Implications for use
- RedCap research tool developed for easy use
- Use as tool to guide conversation

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# FJC Course Content

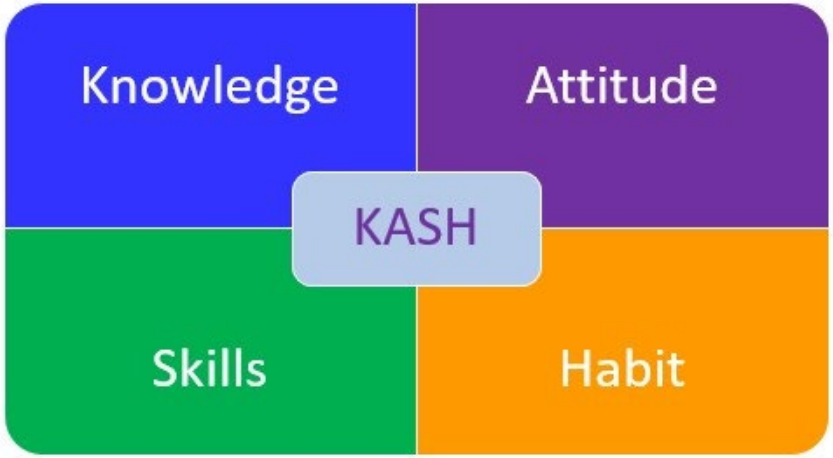
## Investigating Errors

- Apparent cause Analysis (ACA)
- Root Cause Analysis (RCA)

- Use of SAFE, safety event reporting

- 5 Whys

## Coaching tool




*Team members went through many scenarios for coaching and practiced apologizing

***A Key to Quality & Safety***

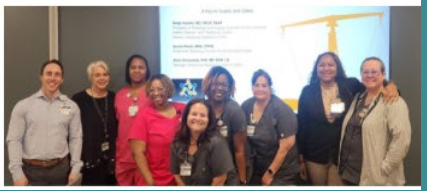
100 Radiology Leaders (Directors, Managers, Supervisors, Physicians) completed intensive Fair and Just Culture (FJC) training.

Covered EHC FJC algorithm and key FJC concepts for error investigation and team management.

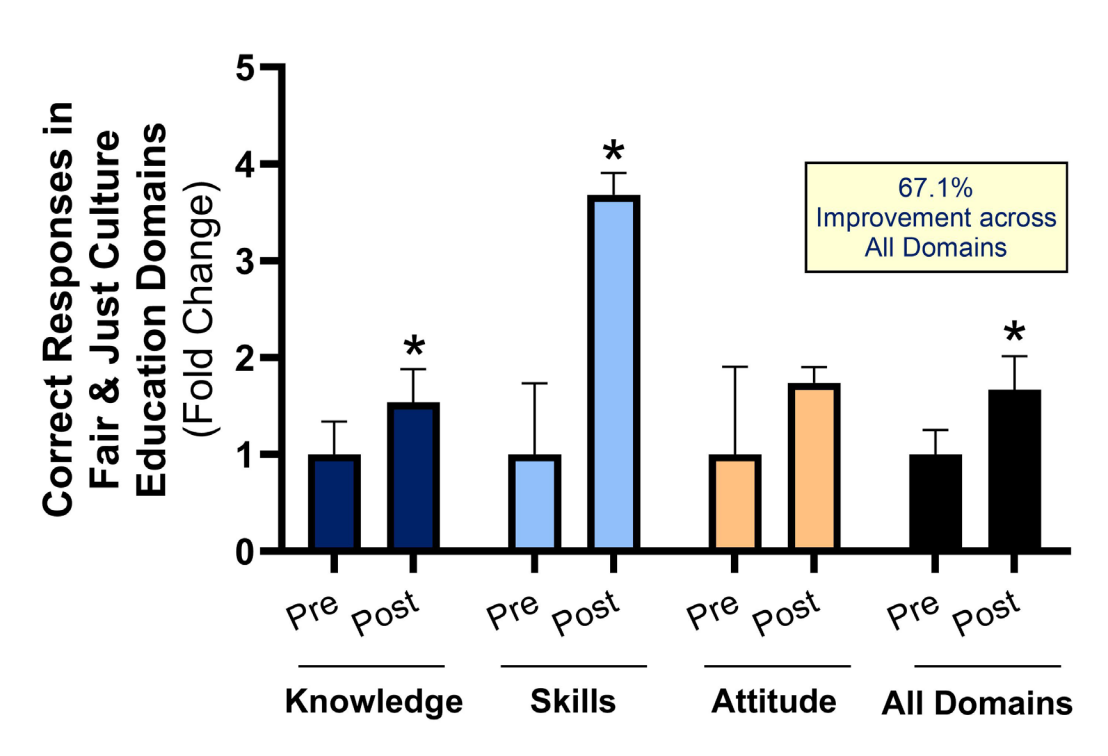
Equipped leaders with skills to foster fairness, justice, and continuous improvement.

Enhanced competencies in error management, promoting patient safety and quality care.





# Radiology Leadership Improvement in FJC Knowledge, Skills, & Attitude




Knowledge 54%

Skills 268%

Attitude 74%

- Helped to establish the culture of newly restructured Emory Radiology Core Service Line in 2023

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# What did our trainees say?

| | | |
|---|---|---|
| Great!/ Very Important topic! | Learned difference in ACA/RCA | Should make this standard HLC training |
| Learned impact of effective/candid conversations | Learned how to better approach errors and mistake with team members | Useful algorithm! |
| Scenarios and stories were helpful | Course was very beneficial | Loved the engagement |

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# Thank You

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