

# ANIA

## WEBINAR

sept 22<sup>nd</sup>  live

6PM - 7PM (EST)



*Presented by:*

**Anne Millman, MS CPPS**

Patient Safety Professional  
Confluence Healthcare Consulting LLC

## Just Culture, Safer Culture

### ATTENDEES WILL BE ABLE TO:

- 1) Appreciate the history of 'just culture' and the difference among models currently in use.
- 2) Describe the key concepts of just culture and its application to clinical events.
- 3) Understand how they can apply just culture principles in their daily work.

### *About the Topic:*

The concept of 'just culture' has been defined in multiple ways since its introduction to the lexicon in high reliability industries such as healthcare. The ability to distinguish the degree of intent, level of culpability, and reason for a person's behavioral choices have become an important part of event investigation. Further development of this work has formalized the principles of just culture as a foundational component of both a culture of safety and workplace justice. The speaker will describe the intersection between just culture and a culture of safety with examples from her work as a hospital-based patient safety officer and a consultant.

### *Anne Millman, MS CPPS*

Anne is a patient safety professional with more than 15 years of experience working with hospitals and health systems in North America, the United Kingdom, and the Middle East. She has particular interest in the measurement and understanding of culture and its contributions to patient safety and staff engagement, the implementation of Just Culture principles, and the use of event reporting data to identify system defects and drive change. She has extensive experience interpreting quantitative survey data and facilitating groups of individuals to elicit feedback and context regarding their work environments to inform safety initiatives.

Currently the Patient Safety and Just Culture Advisor for Intermountain Health Peaks Region (formerly SCL Health), Anne was previously a Senior Advisor at the Just Culture Company and Senior Director of Patient Safety and Quality at Safe & Reliable Healthcare. During her years as a consultant, she has worked with wide variety of facilities, from academic medical centers to critical access hospitals.

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