

Aim Statement:

By April 1, 2027, improve the organization's Just Culture by increasing psychological safety, trust in fair accountability processes, and reporting of safety concerns, with a 10% increase in non-anonymous PSLS reporting and a 15% improvement in staff survey measures related to speaking up, fairness, and learning from error.

Outcome Measures:

Number/Percentage of Patient Safety Events (PSEs) reported

Staff survey results on perception of psychological safety and just culture

Number of days from PSLS Critical Incident (CI) Reported to Quality Review (QR) Occurring

Number of days from PSLS CI Reported to Recommendation Completion

Process Measures:

Number of Just Culture education sessions delivered

Number of staff who have received Just Culture education

Number of learning platforms through which Just Culture is available

Percentage of PSEs receiving follow-up within target timeframe(s)

Balancing Measures:

Number of anonymous PSEs reported

Number of survey respondents

Number of overdue PSLS events at all severities

Project Title: Building a Just Culture Across Fraser Health

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