

# Restorative, just culture is a culture of trust, learning and forward-looking accountability.

## Moral engagement

How do we meet hurt with healing? What are the right things to do when a patient, family, colleague have been harmed?



## Emotional healing

Negative events impact a lot of people. It is not just physical hurt. Caregiver, patient, family, colleagues can all be hurt emotionally and need healing.



## Reintegration of the practitioner where possible

A practitioner is able to receive care, heal and return to a role to continue to give care.



## Organisational learning

Increasing resilience by having a deeper insight into systemic issues that create difficulty.



When an adverse event like a suicide occurs, focus on what happened and ask three important questions:

Who is impacted?

What are their needs?

Whose obligation is it to meet those needs?



It addresses the impact of an adverse event on:

First victim – the individual and families that have been hurt

Second victim – health professional teams working with the individual

Third victim – organisational reputation



**Restorative, just culture centres on forward-looking accountability which provides opportunities and responsibilities for making change. Build trust by investing in people as a resource:**

- Cleanse operations from rules that are neither meaningful nor helpful. Allow them to use their judgement
- Hold people accountable to respond, learn and improve
- Empower people with knowledge of what must go right instead of what could go wrong

