

## ASSESSMENT OF THE PERCEIVED JUST CULTURE AMONG NURSES: A CROSS-SECTIONAL STUDY

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### **Background:**

Achieving a highly reliable system and processes in the healthcare industry is a classic conundrum. As safe and quality healthcare has its increasing complexity, where errors are more likely to occur. Hence, most healthcare organizations have promoted the practice of Just Culture. The research study quantified and explained key aspects on the strengths and weaknesses of just culture dimensions which facilitated understanding in implementing a safety culture in Hamad General Hospital (HGH).

### **Design:**

Perception was measured using the adapted JCAT through a descriptive, cross-sectional research design. Independent T-tests and One-way ANOVA were used to investigate the relationship between the demographic profile and just culture perception among 212 staff nurses in HGH.

### **Results:**

A strong positive perception among the staff nurses of Just Culture was found out based on its six (6) dimensions in Medical and Surgical In-Patient Units of HGH. Positive response rate is highest at Continuous Improvement dimension which is 88.66%. Balance dimension received the lowest rating with only 52.31% positive response rate. Dimensions of balance, continuous improvement and trust is significantly different among different nationalities, while dimensions of feedback and communication, openness of communication and quality of events reporting process is significantly different in the area of work at 0.05 alpha level of significance. While age, gender and years of experience have found no significance at all.

### **Conclusion:**

Results of the research study explained about the “culture on culture” factor, where an individual's culture by nationality gives a significant difference on how the organizational just culture is being perceived and practiced. Accordingly, the common ground to alleviate the diversity on the so-called “culture on culture” factor is influenced by organizational leadership. Just culture is not only a blame-free culture but also a culture that promotes balanced accountability and learning. Balance composed of both non-punitive treatment as well as accountability remained an area to be improved and developed. Substantially, finding a balance between the extremes of punishment and blamelessness is the goal of developing a strong just culture.

### **Implication:**

Improvement efforts should highlight second-victim support programs and how it could positively implicate the understanding to just culture practice. And, education and awareness on how just culture can be practically implemented in the practice.

### **Biography**

Kenneth Jun Logrono is a charge nurse and a quality link nurse of the medical nursing department of Hamad General Hospital, the biggest facility of Hamad Medical Corporation in the state of Qatar. He is an Improvement Leader and a change champion in the facility which has led numerous of sustainable improvement projects in patient flow, medication safety, patient safety, pathways and protocols developer.

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