

Just Culture

Nursing

Separating human error from at-risk behaviour and from genuine recklessness.

Blame culture

- Asks who was involved
- Judges the act by its outcome
- Punishes error, so error is hidden
- Individual is the last line of defence
- Learning stops at the person

Just culture

- Asks how the system allowed it
- Judges the behaviour, not the outcome
- Consoles error, coaches at-risk behaviour
- Still holds recklessness accountable
- Design is the last line of defence

THE DIFFERENCE THAT MATTERS

The same error with a lucky outcome and a tragic one deserves the same response, because the behaviour was identical.

Educational reference. Just culture does not remove professional accountability; recklessness and deliberate harm remain accountable.