

# Missouri Just Culture Collaborative

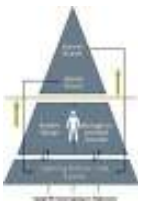
## *Actively Participating Organizations*

Audrain Medical Center – Mexico\*  
Barnes-Jewish Hospital – St. Louis  
Barnes-Jewish St. Peters Hospital – St. Peters\*  
Barton County Memorial Hospital – Lamar  
Boone Hospital – Columbia  
Callaway Community Hospital – Fulton  
Capital Region Medical Center – Jefferson City  
Cedar County Memorial Hospital – El Dorado Springs\*  
Centerpoint Medical Center – Independence  
Children’s Mercy Hospitals and Clinics - Kansas City  
Christian Hospital – St. Louis\*  
Citizens Memorial Healthcare – Bolivar  
Cooper County Memorial Hospital & Clinics – Boonville  
Cox Health – Springfield\*  
Cox Monett Hospital – Monett  
Cushing Memorial Hospital – Leavenworth, KS  
Fitzgibbon Hospital – Marshall  
Fitzgibbon Community Home Health – Marshall  
Forest Park Community Hospital – St. Louis\*  
Freeman Health System – Joplin\*  
Freeman Neosho Hospital – Neosho  
Hannibal Regional Hospital – Hannibal  
Hedrick Medical Center – Chillicothe  
I-70 Medical Center – Sweet Springs\*  
Jefferson Regional Medical Center – Crystal City\*  
Kansas City Cancer Center – Overland Park, KS \*  
Kindred Hospital – St. Louis\*  
Lafayette Regional Health Center – Lexington  
Lake Regional Health System – Osage Beach  
Liberty Hospital – Liberty  
MedChoice Clinics - Mexico

Missouri Baptist Medical Center - St. Louis  
Missouri Department of Health and Senior Services\*  
Missouri Department of Mental Health  
Missouri Southern Healthcare – Dexter\*  
Missouri Nurses Association\*  
Missouri State Board of Nursing\*  
Missouri State Board of Pharmacy  
Nevada Regional Medical Center - Nevada  
North Kansas City Hospital – North Kansas City  
Perry County Memorial Hospital  
Phelps County Regional Medical Center – Rolla\*  
Putnam County Memorial Hospital - Unionville  
Research Belton Hospital – Belton\*  
Research Medical Center – Kansas City\*  
St. Francis Medical Center - Cape Girardeau\*  
St. Louis College of Pharmacy  
St. Louis University Hospital – St. Louis  
St. Luke’s East – Lees Summit  
St. Luke’s Hospital of Kansas City - Kansas City\*  
St. Luke’s South Hospital – Overland Park, KS  
Scotland County Memorial Hospital - Memphis  
Skaggs Community Health Center - Branson  
St. John’s – St. Francis Hospital – Mountain View  
St. John’s Regional Medical Center – Joplin\*  
The Living Center – Marshall\*  
The Rehabilitation Institute – St. Louis  
Truman Medical Center – Kansas City  
Washington County Memorial Hospital – Potosi\*  
Wright Memorial Hospital - Trenton

## Other Organizations Supporting Just Culture Principles

Missouri Board of Healing Arts  
Missouri State Medical Association  
Missouri Hospital Association  
Missouri Organization for Healthcare Quality  
Missouri Organization of Nurse Leaders  
Primaris  
Healthcare Services Group  
SSM Health Care  
Sisters of Mercy Health System



Funded by a grant from the National Council of State Boards of Nursing

\* indicates collaborator receiving additional intervention

# Missouri Just Culture Collaborative

## *An Overview*

- **The collaborative ran from July 2007 through February 2009**
- **The goal of the collaborative -**
  - **to establish a more consistent understanding and management of human error, at-risk behavior, and reckless behavior between Missouri healthcare providers and regulators**
  - **to move toward achieving an appropriate balance between a “blameless” culture and an “accountable” culture that supports patient safety improvement**
- **Components of the collaborative**
  - **Champions training**
  - **Team training**
  - **Additional intervention (executive briefing, managers training, staff training)**
  - **Pre and post intervention surveys**
  - **Monthly conference calls**
  - **Web community**
- **Impact of the collaborative -**
  - **Approximately 4,000 individuals trained**
  - **An additional 71 activities undertaken independently by collaborators to implement a Just Culture**
  - **Interaction between providers and regulators to improve understanding of issues**
  - **Narrowing the gap between leaders and staff perceptions of a culture for safety**

