St. Joseph's
Home Care

Client/Resident Safety Culture - Statement of Commitment

St. Joseph's Home Care adopts a Client/Resident Safety Culture focus in all aspects of our business. We believe in a just culture approach where errors and threats to Client/Resident safety are seen as opportunities to learn about weaknesses in the system (rather than in individuals) that need to be addressed. Healthcare workers, Client/Residents and family members feel comfortable and motivated to report errors and threats to Client/Residents' safety. This information is used to learn and make changes to the system to improve patient safety.

Guiding Principles

Through Just Culture, we are living our St. Joseph's Mission, Vison and Values.
Our Guiding Principles are;

- We will be respectful in how we engage with those involved
- We will be transparent in the evaluation processes used
- We will hold our system, ourselves and others accountable
- We will learn from mistakes and close calls to improve safety and performance.

Organizational Commitment

SJHC will provide the necessary resources, supports and tools to enable staff to become aware of, understand and apply the Just Culture Guiding Principles

Client and Family Partner Approved