



MC Health Care Consulting LLC

10 Steps: Compassionate Accountability

1. Start with Heart

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My intention for this conversation is X (safety, shared success, etc). My intention is NOT (shame, harm, etc)

2. Facts

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When reviewing the event(s), remember: Our perception can be skewed by emotion/bias & others' emotions. Stick to observable facts

3. Safe Space

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Create psychologically safe space by role modeling respect, inclusion and active listening/validating throughout. (remember non-verbals, where we are seated, etc)

4. Mutual Language

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Avoid judgement statements when describing the issue. Assume positive intent: we are all here to ease human suffering

5. Identify the Gap

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Clearly articulate what occurred v. what is expected (by policy, code of ethics, etc)

6. Just Culture

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Use Just Culture Algorithm w/ employee to determine root cause (human error, system error, etc)

7. Shared Solution

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Collaborate w/ employee on creating a solution to prevent recurrence. Solution based on JC algorithm result for root cause

8. Accountability Plan

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Create shared plan for communication, deliverables and timelines (for employee and for you)

9. Risk Reminder

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Clarify that failure to improve/adhere to safety can result in X (patient mortality, etc)

10. Repeat Back

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Ask employee to repeat back the agreed upon action plan. Repeat your belief in their success and abilities, how you will support them