

Crisis Management: Risks and Errors as Opportunities

Name

Tutor

Course

Institution

Date

Crisis Management: Risks and Errors as Opportunities

Employees in nursing practice should learn from any mistakes they make in the workplace. It is true that most mistakes result from distractions and poor equipment design. This means that an organization should find ways to help employees, not only learn from the mistakes, but to find ways to improve the system, so that the risk of repeating errors is minimized (Marx, 2009).

Reckless and At-risk Behavior

Some mistakes occur because they are prone to occur because people are human. Because of this, humans are not necessarily supposed to be punished for making mistakes. Instead, an organization should foster a culture of learning and developing so that the organizational system works to prevent the same types of errors from occurring in the future. However, besides natural errors, at-risk and reckless behaviors lead to errors. At-risk behaviors can be managed in a similar way as natural errors by increasing awareness and making sure employees know how to use the tools necessary for work. Reckless behavior, on the other hand, is a major challenge in a just culture environment. The meaning of just culture is not that people will go unpunished for careless or reckless behavior that leads to mistakes, which could harm patients' health or lives. Olson (2010) states that accountability is a key component of a just culture, and it is also necessary for identifying reckless behavior and distinguishing it from natural errors. Reckless behavior can be defined as behavior of an employee that allows for knowingly taking risky actions when safer alternatives are available. This type of behavior is reckless and careless and people who behave this way in the workplace should be punished, especially when the behavior leads to harming another human being.

Ethical and Legal Responsibility

When implementing the just culture environment, particularly in a nursing environment, it is important for organizations to have an avenue for dealing with issues of at-risk and reckless behaviors. As discussed, the purpose of the just culture attitude is not to promote careless mistakes. However, it recognizes that people are not perfect and make mistakes, even with the best of intentions. First, this realization leads to the need to establish two factors. One such factor is differentiating between natural mistakes that stem from humans being naturally fallible, and those that arise from an individual's reckless behavior. Second, the need exists to learn from natural mistakes to reduce the risk of repeating the mistakes or to guarantee that they will not be repeated at all. At the same time, there is a need to devise a system of identifying reckless behavior and ensuring that it is punished accordingly. An organization has the responsibility of holding employees who display such behaviors accountable. Organizations must also administer the correct punitive measures for these types of behaviors. The organization is charged with these responsibilities and it has the ethical responsibility to avoid employing such individuals in its workforce. The reason for this is that these people are risk factors to the patients and to the staff. Organizations should, therefore, implement the correct training and measures to prevent staff from behaving recklessly. From an ethical standpoint, this means that the organization must be vigilant to ensure that employees do not behave recklessly as to cause harm to the lives or health of patients.

References

Marx, D. (2009). *Whack a mole. The price we pay for expecting perfection*. Plano, TX: You Side Studios.

Olson, B. (2010, January 11). *Just What Does Culture Have to Do With Patient Safety?*

Retrieved March 03, 2013, from Medscape News Today:

<http://www.medscape.com/viewarticle/714617>