

THE JUST INDIVIDUAL ASSESSMENT OUTLINE

The Just Individual Assessment (JIA) provides a fair and standardized approach to evaluate the actions (or inactions) of an individual involved in a patient safety event when there are questions or concerns regarding the individual's role in the event.



Pre-JIA: Check provider wellness

Ask questions and take steps to support the individual involved. Proceed with the JIA if wellness allows.

Step 1: Collect and organize information

Information will be collected initially to determine if impairment contributed to the individual's action and if peers would have behaved differently in the same situation. If the JIA proceeds, further information is required to understand the actions of the individual within the context of the event.

Decision 1: Proceed with JIA?

Is impairment thought to have contributed to the patient event? Impairment could be related to a medical condition or substance use.

NO

YES

STOP JIA

Consult with HR and/or regulatory colleges.

Would peers have done (or not done) the same thing?

NO

YES

STOP JIA

If peers would have done (or not done) the same thing, this suggests a system evaluation is more applicable.

Proceed with JIA

*Proceed to Step 2

Step 2: Identify and assess problems

Review the information gathered and identify the specific problems that played an essential role. For each problem identify the actions that could have or should have occurred and consider if that problem likely made a vital difference. Those problems identified as vital will be further assessed.

Decision 2: Human error or noncompliance?

Consider the vital problems to determine if they involve human error or noncompliance. Actions determined to be noncompliance will continue to be assessed through the JIA process.

NO

Human error?

YES

Step 3: Assess motivation for noncompliance

Assess the individual's motivation to determine if there was an acceptable opportunity for benefit and who would primarily benefit from the action.

Decision 3: Tolerable or unacceptable?

Noncompliance is determined to be tolerable or unacceptable based on the degree to which system factors influenced the individual as well as the degree to which motivation was primarily intended to benefit the person being assessed versus the patient or another part of the system.

NO

Disciplinary actions are required.

Tolerable

YES

No discipline. Restorative actions may be considered.