



Defense Health Agency J-7 Continuing Education Program Office

Case Study: Just Culture Through A Systems Thinking Approach To Human Error

Live Course, May 6, 2026

Continuing Education (CE)/Continuing Medical Education (CME) Information

This CE/CME activity is accredited by the DHA J-7 Continuing Education Program Office (CEPO). This activity provides continuing education for physicians, nurses, physician associates/physician assistants, pharmacists, pharmacy technicians, psychologists, dentists, dental hygienists, dental technicians, occupational therapists, occupational therapy assistants, healthcare executives, physical therapists, and physical therapist assistants across the Military Health System (MHS). A certificate of attendance is available for other attendees.

Case Study: Just Culture Through A Systems Thinking Approach To Human Error (1.00 clock hour)

0900-1000 (ET)

Learning Objectives:

1. Define Just Culture.
2. Identify Systemic Failures in the Vaught-Murphy case.
3. Discuss How a Systems Approach can increase Patient Safety.
4. Explain the Role of Psychological Safety in an Organization.
5. Outline the Consequences of Criminalization of Medical Errors.
6. Apply a Systems Model (Swiss Cheese Model) to a sentinel event.
7. Identify Leadership Questions and Actions that Foster a Just Culture
8. Identify Actionable Steps to Enable Just Culture.

Faculty:

MAJ Artinsia Shakir, DNP, AGACNP, CCM. Presenter has no relevant financial or non-financial relationship(s) relating to the course content or with ineligible companies to disclose.

Disclosures:

DHA J-7 staff, planners, authors, faculty, and content reviewers for this educational activity have no relevant financial or non-financial relationship(s) with ineligible companies to disclose.

Interprofessional Continuing Education (IPCE)



In support of improving patient care, DHA J-7 CEPO is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. This activity was planned by and for the healthcare team, and learners will receive 1.00 Interprofessional Continuing Education (IPCE) credit for learning and change.

Physicians (ACCME)



DHA J-7 CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

DHA J-7 CEPO designated this internet live course for a maximum of 1.00 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses (ANCC)

DHA J-7 CEPO is accredited by the Joint Accreditation/Interprofessional Continuing Education (IPCE) to provide this Continuing Nursing Education internet live course for a maximum of 1.00 ANCC contact hour. Nurses should only claim credit commensurate with the extent of their participation in the activity.

Pharmacists (ACPE)



UAN JA4008136-0000-26-074-L99-P

No valid paper/electronic statement of credit will be offered. DHA J-7 CEPO is accredited by the American Council for Pharmacy Education (ACPE) to provide continuing education for Pharmacists. This knowledge based activity will provide a maximum of 1.00 contact hour of pharmacy continuing education credit. Participant CE records will be electronically communicated to CPE Monitor. There is no cost to participate in this activity.

Pharmacy Technicians (ACPE)



UAN JA4008136-0000-26-074-L99-T

No valid paper/electronic statement of credit will be offered. DHA J-7 CEPO is accredited by the American Council for Pharmacy Education (ACPE) to provide continuing education for Pharmacy Technicians. This knowledge based activity will provide a maximum of 1.00 contact hour of pharmacy continuing education credit. Participant CE records will be electronically communicated to CPE Monitor. There is no cost to participate in this activity.

Physician Associates/Physician Assistants (AAPA) – Live



DHA J-7 CEPO has been authorized by the American Academy of Physician Associates (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 1.00 APA Category 1 CME credit. PAs should only claim credit commensurate with the extent of their participation.

Psychologists (APA)



Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP). The APA CEP Office maintains responsibility for the content of the program. Participants earned 1.00 credit for attending this activity.

Dentists and Allied Dental Staff (ADA CERP)



DHA J-7 CEPO is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education (CDE). ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.

DHA J-7 CEPO designates this activity for 1.00 continuing education credit.

ACCME Non-Physician CME Credit

DHA J-7 CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing education. ACCME Non-Physician CME Credit providers will be provided a certificate of participation for educational activities certified for *AMA PRA Category 1 Credit™*. ACCME Non-Physician CME Credit providers may receive a maximum of 0.1 hour for completing this internet live course.

Occupational Therapists and Occupational Therapy Assistants (AOTA)



DHA J-7 CEPO is an American Occupational Therapy Association (AOTA) Approved Provider of professional development (PD). PD activity approval ID# 16104. This distance learning-interactive is offered at 0.1 CEU introductory, OT service delivery, professional issues, foundational knowledge. AOTA does not endorse specific course content, products, or clinical procedures.

Physical Therapists and Physical Therapy Assistants (APTA)



DHA J-7 CEPO is an American Physical Therapy Association (APTA) Approved Provider of continuing education. This activity was planned by and for the healthcare team, and learners will receive 0.1 APTA CEU. The assignment of APTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by APTA. APTA CEUs are accepted by most state PT licensing boards. Learners are encouraged to check with their local chapter or state board to ensure that they accept APTA accredited courses for licensure renewal.

Healthcare Executives (ACHE)

By attending this program offered by DHA J-7 CEPO, participants may earn up to 1.00 American College of Healthcare Executives (ACHE) Qualified Education Hour toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

Other Professionals

All other healthcare professionals completing this CE/CME activity will be issued a Certificate of Attendance indicating participation and the number of hours of CE/CME credit. This may be used for submission to licensing boards for satisfaction of CE/CME requirements.

Commercial Support:

No commercial support was provided for this activity.

Participation Costs:

There is no cost to participate in this activity.

CE/CME Inquiries:

For all CE/CME related inquiries, please contact: dha.ncr.j7.mbx.continuing-education-office@health.mil.

How to Obtain CE/CME Credit:

To receive CE/CME credit, you must complete the program posttest(s) and evaluation(s) before collecting your certificate(s). The posttests and evaluations will be available through May 20, 2026, at 2359 ET at the following URL: www.dhaj7-cepo.com.