



NATIONAL HEALTH SAFETY WELL-BEING COMMITTEE

At Kaiser Permanente, we believe transparency builds trust, leading to better experiences and stronger personal connections. Consistent with our mission, vision and values, we commit to support psychologically safe workspaces that incorporate Just Culture.



DEFINITIONS

Psychological Safety — the shared belief that individuals will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes, and that the team is safe for interpersonal risk-taking. [Explore more Free to Speak materials.](#)

Just Culture — a values-supportive model of shared accountability that drives continuous improvement; a culture that holds organizations accountable for the systems they design and for how they respond to behaviors fairly and justly. Just Culture holds individuals accountable for the quality of their choices within a framework that considers human capacity and human fallibility, and demands improvement, not perfection. [Learn more in the 2021 Alliance National Agreement.](#)



MISSION: Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.



VISION: Our vision at Kaiser Permanente is to be a leader in total health by making lives better. This is accomplished by evaluating the quality of care received by KP members, taking steps to ensure safety, protect privacy, prevent fraud, and make it easy to report quality and safety concerns.



VALUES: The Value Compass puts the member and patient at the center of everything we do. We focus on affordability, quality, service and being the best place to work. The Value Compass guides our decision making and problem solving.



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