

Role of the regulator in enabling a just culture: a qualitative study in mental health and hospital care.

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<https://psnet.ahrq.gov/issue/role-regulator-enabling-just-culture-qualitative-study-mental-health-and-hospital-care>

There is a [long-standing](#) tension between health care [regulation](#) and [just culture](#) principles. This qualitative study explored the experiences of mental health professionals, managers and other healthcare organization staff, as well as inspectors, regarding the role of healthcare inspectors in enabling a just culture. Three themes emerged – (1) the role of the inspector as both a catalyst for learning and a potential barrier, (2) just culture involves relationships between different layers within and outside the organization, and (3) to enable just culture in which inspectors would strike a balance between organizational responsibility and timely regulatory intervention.