Debriefing

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| Examples of Critical Incidents | Examples of Difficult Situations(*not all are incidents*): |
| * Sudden decompensation of a patient
* Unexpected outcome
* Medical error
* Angry parents
* Death of a patient
* Recognizing and coping with uncertainty
* Inability to control outcomes
 | * Non-accidental trauma victims
* Technology dependent, neurologically impaired patients
* Disparities in resources
* Challenging families
* Patients with poor prognosis or at end of life
* Balancing work with spending time with families
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Strategies to respond to challenging patient situations:

* One size does not fit all
* Individual and personal journey
* Debriefing is one tool

Debriefing:

* Debrief with team, faculty member, colleague or friend
* Acknowledge and articulate emotional impact
* Address ways to integrate experiences, rather than pretend that “it never happened”
* You need to have direct and deliberate dialogue to move beyond a critical incident
* Event specific
	+ Immediately after
	+ Shortly after (within 1 week) to allow for reflection
* Benefits
	+ Safe environment for sharing thoughts and feelings with colleagues
	+ Integrate experiences
	+ Improve or modify future reactions
	+ Honor and value the lives of the patients and families
	+ Difficult or tragic experience becomes formative learning experience

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| A Frame work for Debriefing |
| Welcome andIntroductions | • Review purpose of bereavement debriefing sessions. Create safe environment• Invite participants to give names and answer the question: *“How were you involved in care for this patient and family?”* |
| Factual Information | • Review event circumstances OR review certain cases or situations that have been distressing |
| Case Review | • What was it like taking care of this patient?• What was the most distressing aspect of the case?• What was the most satisfying aspect of the case? |
| Grief Responses | • What have you experienced since the event? (Elicitphysical, emotional, behavioral, cognitive, or spiritual responses) |
| Emotional | • What will you remember most about this patient/family?” |
| Strategies for Copingwith Grief | • How are you taking care of yourself so you can continue to provide care for other patients and families?• Review grief coping strategies.• Review available resources. |
| Lessons Learned | • What lessons did we learn from caring for this patient/family? |
| Conclusion | • Acknowledge care provided.• Review bereavement support available for families and staff. |
| Throughout | • Acknowledge and normalize emotions• Keep debriefing on track• Try to elicit from all participants without pressure |

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