



TOOL: Debriefing

Debriefing is a team-based review of a shared experience. By examining what happened, teams learn from the experience and gain valuable information to help them achieve superior outcomes in the future. Debriefing is a quick snapshot of what went well and what didn't go well. The results of a debrief could be used later as part of a problem-solving process. Sponsors can support teams with de-briefing by ensuring co-leads are prepared to implement and lead these kinds of discussions.



Key Tip!

Effective debriefs are crisp and to the point. As a leader, ensure everyone gets a chance to speak. Consider starting with the more junior or quiet folks first; otherwise, they may be overshadowed by the "veterans." Avoid judgment—debriefs need to be positive learning experiences or people won't participate.



POCKET COACHING

TRY DEBRIEFING:

1. After infrequent, high-risk procedures, or close calls
2. At the end of the shift
3. To evaluate meetings
4. During simulation training

DEBRIEFING STEPS

Know why you are meeting	Get the team's attention, set a positive tone and restate the purpose of the debrief.
Focus on systems and team work issues	Ask two simple, yet specific, questions: » "What went well?" » "What would we like to do differently next time?"
Brainstorm. Don't discuss	Encourage everyone to avoid discussing other people's answers. This slows down the process and changes the purpose of the debriefing from tracking current results to problem solving for next time.
Document the answers	Documenting the information ensures that something can be done with the results!
Appreciate people's time	Conclude by thanking everyone and taking responsibility for appropriately addressing systems issues that were raised.

Source: National Patient Safety kpnet.kp.org/qs/nrm/HRST3/images/toolkit_2/Debriefing/debriefing_2008.pdf
(KP Intranet only)