

Debriefing

- Your role as associate residency director or hospital patient advocate is to provide feedback to an intern (first-year resident) and a senior resident
- Note that the same behaviors can arise from different frames of mind. You observe the behavior in the video; at each station you encounter a different frame of mind.

The residents initially suspect they may be reprimanded. You are not here to discipline, blame, or absolve the residents: the organization, including the residents, needs to understand how to do better next time.

1. **Manage anxiety to promote open discussion**
2. **Uncover the frame (why) behind a specific action**
3. **Jointly with residents propose future improvements**

You may inquire into the frame that led to any action/inaction you wish. Options include:

| Intern | Sr. Resident |
|---------------------------|---------------------------|
| Did not address questions | No instructions to intern |
| Placed blame | No check if intern ready |
| No apology | |

Active Observer

- Make notes on things you see or hear that appear to you to advance or hinder the goals in bold above. You're welcome to use the active observer form if it's helpful.

Mechanics of Exercise

- **THE FACTS ARE NOT IN QUESTION.** Don't worry how the video was made, just assume everyone here has seen it.
- **EXPECT ONLY TO GET STARTED.** The ability to repeat the exercise comes from short attempts with brief feedback.
- Agree how your group will trade leadership roles in the debriefing.