

## Possible Feedback on Debriefing from an Advocacy/Inquiry Perspective

- Explain the goals of the interview immediately. The goals are to learn the causes of the event and ways we all improve.
- You're neither here to blame nor to absolve the residents. The whole hospital (including the residents) is responsible.
- Pick a specific action (or absence of action).
- Express your viewpoint in first person to explain your question. "I didn't hear you apologize. I thought that was a key piece of an error disclosure. What was your thought at the time?" NOT "A critical step you left out was apology. Can you tell me why?"
- Your first sentence isn't a question, it's an offer of your viewpoint. NOT "Why didn't you apologize?"
- Long questions usually mean you're leading, and often elicit yes or no. Questions should be short and open-ended (not yes/no).
- Commonly useful phrases: "Can you help me understand?" "What was your view at the time?" "What are your thoughts on that?"
- You don't have to pretend you don't have feelings, you just have to treat your feelings as facts. "I admit, watching the video was hard for me, so I want to make sure I take the time to understand."