

Intern Frame 1

Your (Problematic) Frame (which you are initially uneasy about revealing): The sr. resident said earlier this family might sue. I'm trying to get the parents to focus on the positive so they don't. It would also be good for their son if they focus on the positive.

Your initial assumptions and responses include:	They may show they want to understand, not just fix you, by:
<ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • "I'm very sorry. I will try to do better." • "I know I need to do better, and next time I will." • "I'm so sorry I let you down. I will work harder." 	<ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they're asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p>Trust yourself! If you're comfortable so is your character.</p>

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don't: "What did you want to talk to me about?" • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You're a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 2** to debrief.
Cycles 2, 4 active observers to **Frame 4** (if available else **Frame 3**) to debrief.

*If you're using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time

Intern Frame 2

Your (Problematic) Frame (which you are initially uneasy about revealing): This family had a reputation for being angry, and there is no point in hanging around while a situation is escalating. My plan was to let them know quickly and then come back when they had calmed down.

<p style="text-align: center;">Your initial assumptions and responses include:</p> <ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • “I’m very sorry. I will try to do better.” • “I know I need to do better, and next time I will.” • “I’m so sorry I let you down. I will work harder.” 	<p style="text-align: center;">They may show they want to understand, not just fix you, by:</p> <ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they’re asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p style="text-align: center;">Trust yourself! If you’re comfortable so is your character.</p>
--	--

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don’t: “What did you want to talk to me about?” • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You’re a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 3** to debrief.
 Cycles 2, 4 active observers to **Frame 1** to debrief.

*If you’re using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time

Intern Frame 3

Your (Problematic) Frame (which you are initially uneasy about revealing): I really have no idea how to disclose an error and deal with the family members' reactions, so I just stated the facts and got out as quickly as I could.

Your initial assumptions and responses include:	They may show they want to understand, not just fix you, by:
<ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • “I’m very sorry. I will try to do better.” • “I know I need to do better, and next time I will.” • “I’m so sorry I let you down. I will work harder.” 	<ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they’re asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p>Trust yourself! If you’re comfortable so is your character.</p>

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don’t: “What did you want to talk to me about?” • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You’re a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 4** (if available else **Frame 1**) to debrief.
Cycles 2, 4 active observers to **Frame 2** to debrief.

*If you’re using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time

Intern Frame 4

Your (Problematic) Frame (which you are initially uneasy about revealing): I thought we were giving great news. In fact, I was surprised when the Sr. resident didn't want to be there for the joy. I was totally thrown off-balance by the mom's reaction. I had nothing to say.

Your initial assumptions and responses include:	They may show they want to understand, not just fix you, by:
<ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • "I'm very sorry. I will try to do better." • "I know I need to do better, and next time I will." • "I'm so sorry I let you down. I will work harder." 	<ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they're asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p>Trust yourself! If you're comfortable so is your character.</p>

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don't: "What did you want to talk to me about?" • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You're a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 1** to debrief.
Cycles 2, 4 active observers to **Frame 3** to debrief.

*If you're using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time

Sr. Resident Frame 1

Your (Problematic) Frame (which you are initially uneasy about revealing): This family might sue. Associating the team that makes care decisions with the error further erodes parents' confidence. Since the ones who made the mistake didn't disclose, the least damaging to the institution is a trainee who doesn't make decisions.

Your initial assumptions and responses include:	They may show they want to understand, not just fix you, by:
<ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • “Well, it’s just a very unfortunate situation and we all have to do those things we can do.” • “I delegated responsibility as best I know how, and I’m obviously disappointed it didn’t work out this time.” 	<ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they’re asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p>Trust yourself! If you’re comfortable so is your character.</p>

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don’t: “What did you want to talk to me about?” • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You’re a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 2** to debrief.
 Cycles 2, 4 active observers to **Frame 4** (if available else **Frame 3**) to debrief.

*If you’re using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time

Sr. Resident Frame 2

Your (Problematic) Frame (which you are initially uneasy about revealing): This is a traumatic subject. My aunt suffered a stroke as a result of a medical error, and all I can think about is my blinding anger about that. So, I thought the intern would actually be more able to handle the disclosure than I.

Your initial assumptions and responses include:	They may show they want to understand, not just fix you, by:
<ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • “Well, it’s just a very unfortunate situation and we all have to do those things we can do.” • “I delegated responsibility as best I know how, and I’m obviously disappointed it didn’t work out this time.” 	<ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they’re asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p>Trust yourself! If you’re comfortable so is your character.</p>

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don’t: “What did you want to talk to me about?” • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You’re a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 3** to debrief.
Cycles 2, 4 active observers to **Frame 1** to debrief.

*If you’re using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time

Sr. Resident Frame 3

Your (Problematic) Frame (which you are initially uneasy about revealing): I thought everyone had serious practice with simulated disclosures in medical school. I hover over the interns during procedures, and I thought this was a chance for one to taste independence.

<p>Your initial assumptions and responses include:</p> <ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • “Well, it’s just a very unfortunate situation and we all have to do those things we can do.” • “I delegated responsibility as best I know how, and I’m obviously disappointed it didn’t work out this time.” 	<p>They may show they want to understand, not just fix you, by:</p> <ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they’re asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p>Trust yourself! If you’re comfortable so is your character.</p>
--	--

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don’t: “What did you want to talk to me about?” • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You’re a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 4** (if available else **Frame 1**) to debrief.
Cycles 2, 4 active observers to **Frame 2** to debrief

*If you’re using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time

Sr. Resident Frame 4

Your (Problematic) Frame (which you are initially uneasy about revealing): The same lab error meant we also had to disclose to another family that their daughter had previously undiagnosed leukemia. I took the harder disclosure, and gave an easy one to the intern.

<p>Your initial assumptions and responses include:</p> <ul style="list-style-type: none"> • Anxiety: you figure you will get reprimanded • Defense annoys people: apologize and keep quiet • “Well, it’s just a very unfortunate situation and we all have to do those things we can do.” • “I delegated responsibility as best I know how, and I’m obviously disappointed it didn’t work out this time.” 	<p>They may show they want to understand, not just fix you, by:</p> <ol style="list-style-type: none"> 1. Explaining the goals of the interview 2. Letting you know why they’re asking (often by telling you their observation or viewpoint) 3. Asking sincere questions (not leading) <p>Trust yourself! If you’re comfortable so is your character.</p>
--	--

Role-playing	Debriefing of Debriefing
<ul style="list-style-type: none"> • Start if debriefers don’t: “What did you want to talk to me about?” • Start slightly uneasy with arms and/or legs crossed; likely use an initial response from above • If you feel more comfortable, signal by uncrossing arms/legs • As the debriefer may be trained in a different tradition, reveal your frame (or not) based on how you feel. • You’re a surprisingly decent (if uneasy) person in a tough job. 	<ul style="list-style-type: none"> • Start: ask what they thought your faulty frame was • Reveal your faulty frame • Use <u>your</u> debriefing method* to discuss something specific that inclined you toward or away from giving your frame • Stay curious: they may be trained in a different tradition • Stay confident: they will benefit from your debriefing tradition • If there is time, offer a chance to the active observers

END: Debriefers to move to be active observers. Cycles 1, 3, 5 active observers to **Frame 1** to debrief.
Cycles 2, 4 active observers to **Frame 3** to debrief.

*If you’re using Advocacy/Inquiry, you might:

- Describe how you think their action made you more easy/uneasy
- Inquire into their view on their action at the time