AGENDA

Quick Overview of the Debriefefer Tool

Debriefing the Data: What is it? Why is it important?

Deciding on items to work on
Debriefer Demo
Debriefing the Data: What Is It and Why Is It Important?
What is Debriefing?

Debriefing is a structured, facilitated method of sharing the safety culture data with a representative sample of eligible survey respondents. It is an opportunity to:

- share item-level data with the people who took the survey;
- elicit feedback and context regarding their answers;
- engage staff in prioritizing issues;
- engage staff in problem-solving;
- “close the loop” regarding the survey.
Debriefing Helps Us Understand A Work Setting’s Needs

“Let’s work on improvement!”

Teamwork

The Basic Supplies

Pride in my work

Psychological Safety

Abraham Maslow, 1943
Why Do We Debrief Data By Work Setting?

What does it feel like to work here?!
Why Do We *Debrief* Data By Work Setting?

What does it feel like to work here?
“NASA’s most successful failure ever”

Everyone’s input is valuable! We can solve this together!
Without Debriefing

If your work setting scored 54% on the item: “Errors are handled appropriately in this work setting.” That would mean that almost half of the staff think errors aren’t handled appropriately. But what do they mean by that?

• Are errors even discussed, or did people answer “3” because they don’t know what happens?
• Or are errors discussed behind closed doors? By rumours?
• Do staff fear reprisal if they are involved in an error?
What Do We Learn during Debriefings?

- Misunderstandings about policy and procedure
- Lapses in communication
- Discrepancies in perceptions between role types
- Actions and behaviors that are dangerous workarounds
- Ideas and suggestions for changes
- Deficits in equipment/supplies
- Observations about patient care, satisfaction, and experience on own unit and across facility
Who Should Lead the Debriefing Sessions?

A “neutral” facilitator is best – someone from Quality/Safety, Risk, Nursing Education, Human Resources OR a Manager from a different service line.

1. Psychological safety

2. Ability to ‘dig deeper’
Agenda of the Debriefing Session

1. Assurance of psychological safety and anonymity
2. Brief SRH description or refresher
3. Review of high-level data (domains)
4. Review of item level issues
5. Drill down into item level issues (this will take the majority of the session)
6. With the group, decide which item or issues they would like to work on

The facilitator of the debriefing session should take notes and send them to both the work setting Manager and hospital Survey Lead.
Qualitative Comments

1. Take them in the spirit in which they are intended – improvement.

2. Are multiple staff saying the same thing?

3. Are the comments surprising to you? If so, why?

4. Be prepared for a wide variety of responses (very practical to abstract)

5. Use the comments to inform debriefing sessions
Things Clueless or Frustrated Leaders Say

• ... you must have only spoken to the disgruntled employees
• ... that must have come from just one person
• ... they have been complaining about that forever!
• ... this isn’t helpful because all the staff will do is complain
• ... we don’t want to share this information with the managers because it will hurt their feelings
After the Debriefing

The Manager/Leader should review the notes, along with the Qualitative Comments. Divide issues into:

1- Things he/she can fix

2- Things he/she needs outside assistance with

3- Things amenable to intervention by the members of the work setting.
Follow Up with the Team!

Thank the team for their contributions by taking the survey and doing the debriefing sessions.

Update them on actions being taken – fix the ‘easy wins’ identified during debriefing or in the Qualitative Comments. Keep track (in a public place like the breakroom) of what has been fixed or is in progress.

Let the team prioritize what they want to work on.
RESOURCES

• “Interpreting and Using Results from the SCOR Survey”: In-depth explanations of the domains, items, and questions to ask

• “Debriefing Quick Tips”: Nuts and bolts of leading debriefing sessions

• “Post-Survey Improvement Form”: How to select items to work on
Overview Report
SCORE Survey Culture and Engagement Survey Results

Demo Hospital

Survey Period: July 2015
Total work settings surveyed: 46
Current period response rates:
- Demo Hospital: 68%

Survey results are increasingly accurate as response rates (RR) rise.
We do not report work setting data with response rates <40% or with fewer than 5 responses.
At 40-60% RR, the data requires other corroboration (i.e. interviews of staff).
At >80% RR, the data depicts an accurate image of a work setting.
Questions and Comments