RUTGERS HEALTH

Debriefing and Collaborative Safety: Creating the "AHA" Moment in Healing Environments for Safety and Connection

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Rigorous Debriefing

- Tertiary Prevention Strategy
- Restorative
- Reparative
- Patterns and Customized Responses

Role of a Debriefing Process

Brings Executive Leadership on board

Real Time Data on what occurred from Staff and Youth perspective

Manage events better to avoid a "next time"

What did we learn? What do we change?

UIR ≠ Story

Youth…… restrained….. medical attention….hospitalized…..location….. agencies involved…...persons involved….. check for high, moderate…. assault…..injury…. severity…..perpetrator...victim…..witness…. .police…. Detail plan for action and or review, including; treatment plan review or changes, therapeutic interventions, clinical interventions, program, facility, or staff changes related to incident, etc; Include **your** efforts with the youth related to the incident even if you are not affiliated with the location of the incident;

Rigorous Debriefing as a Process

Quantitative

Problem Driven

Who

A stepwise process

Qualitative (story in a trauma lens

Solution Focused

Why and How

~ using brain based science and trauma informed approaches

A stepwise process

Rigorous Debriefing as a Core Strategy

Debriefing and Healing

The use of Apology

Attention Seeking…...Connection Seeking

Power/Authority/Coercion…. Relationship

Engaging Families as Partners in Care

How Debriefing was used in Coaching

- As a place to begin
- Incident review for deepening trauma lens ~ language matters
- Regulation plan development
- Policy change / modification
- Informal practices
- Data development for tracking and review

Focusing on the wrong thing

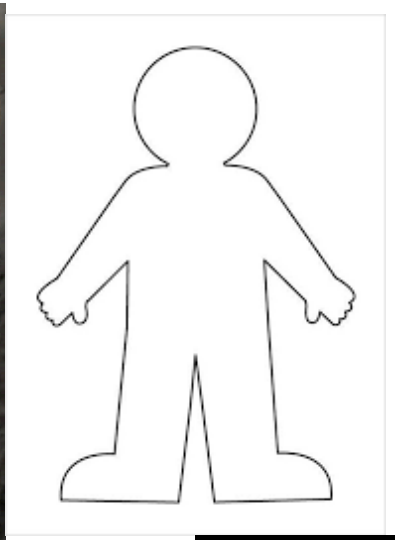
Rigorous Debriefing

- Focus is on process
- People involved become part of solution
- Gets to the story of what happened
- Speaks with empathy and compassion about a situation that occurred

Bringing all 6 Core Strategies into Debriefing

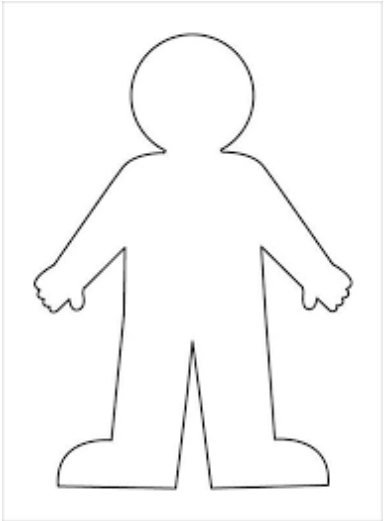
1) Leadership toward Organizational Change
2) Use of Data to Inform Practice
3) Workforce Development
4) Use of Seclusion/Restraint Prevention Tools
5) Full Inclusion of Youth and their Families
6) Rigorous Debriefing

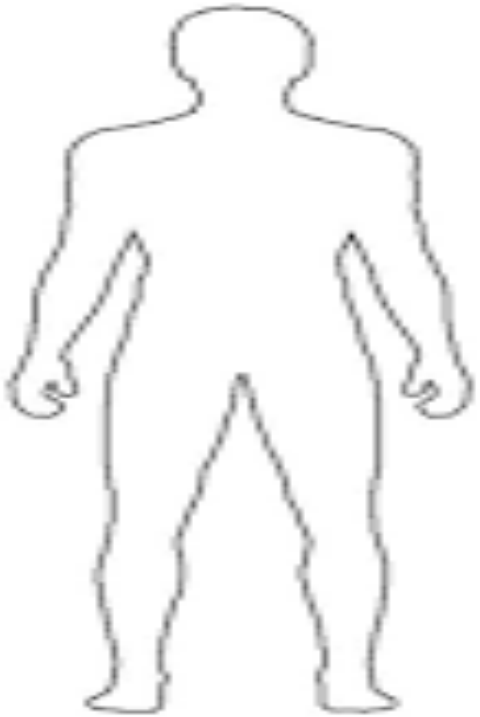
Curious not Furious

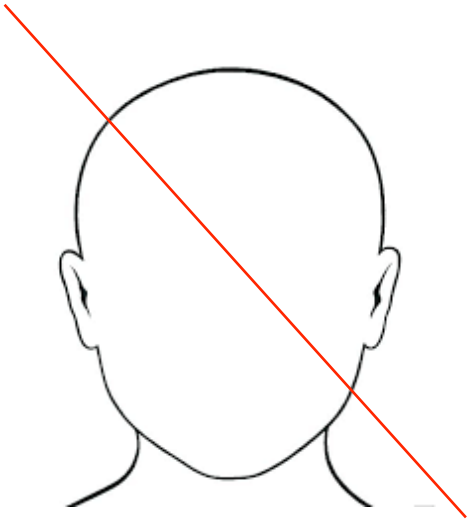


Where language follows movement

body work







Regulation Planning

Facial /Body	Gestures
Movement	Language

Story (repair and restore)

to see things differently

The Pay Off

$ $

Workman's Comp

Call Outs

Retention

Value and Voice

Developing a Framework for Learning

1) Event

2) Response

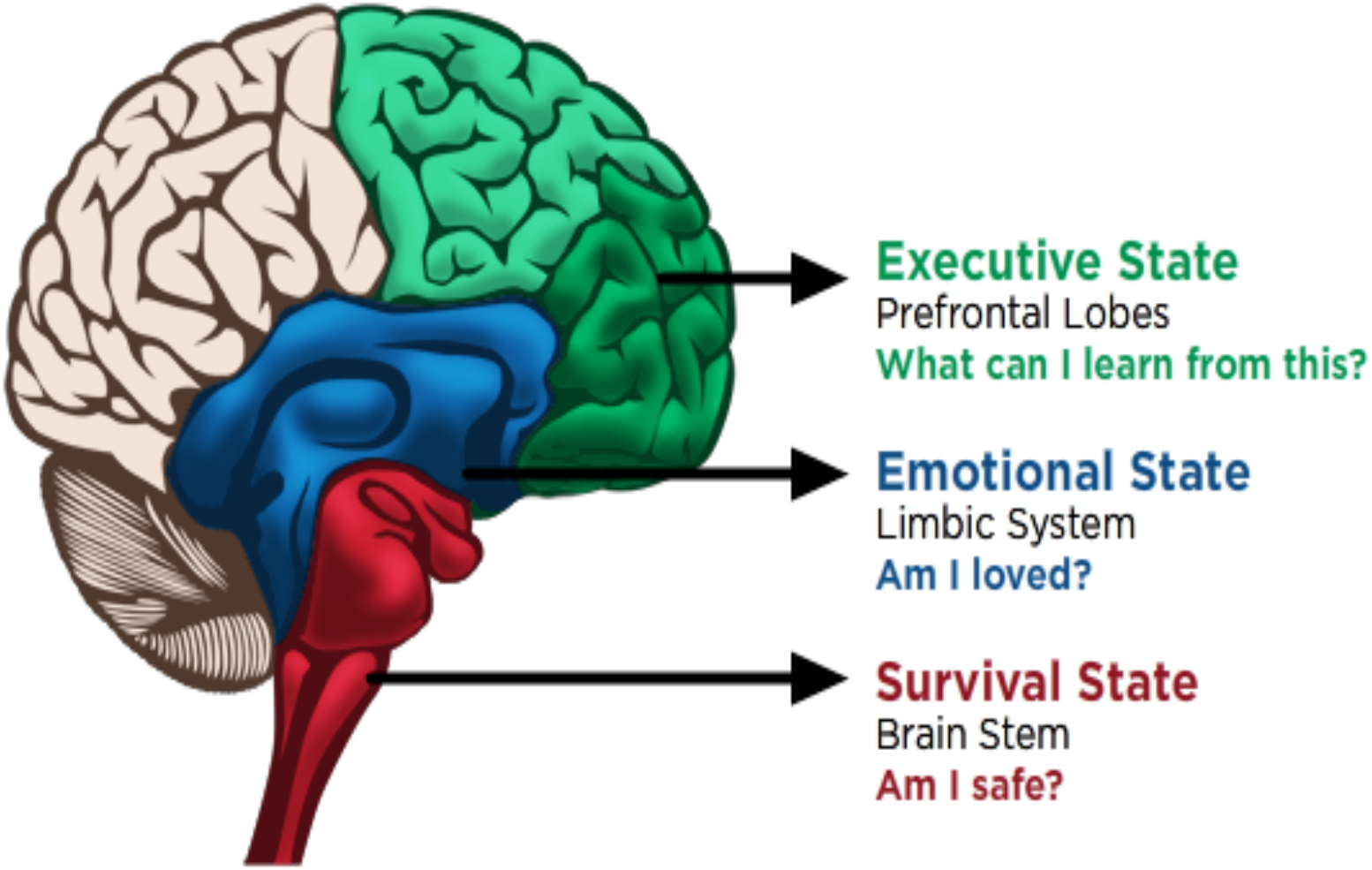
3)What we know

4) What We Need to Know

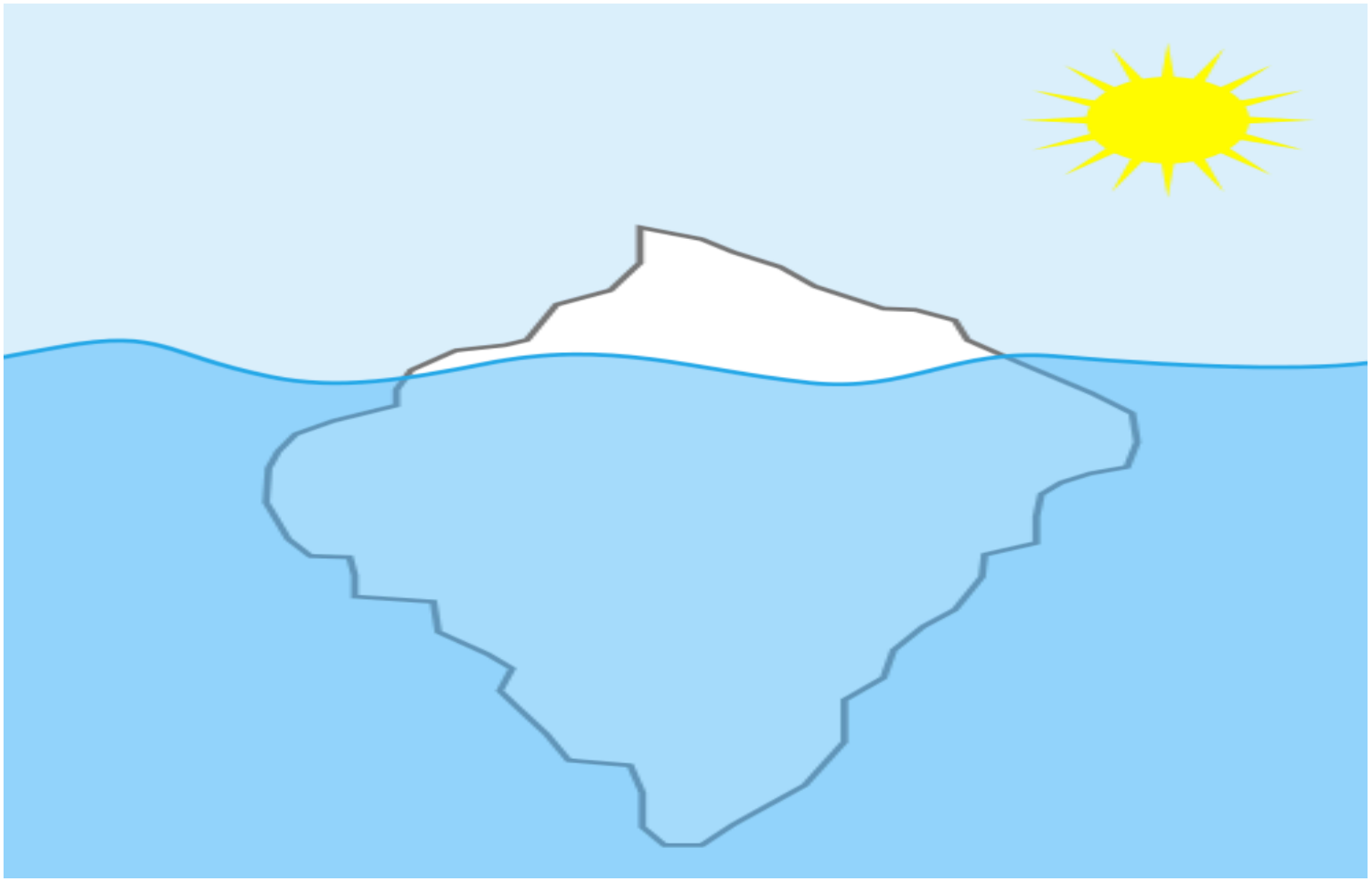
5) Where to Place Focus

6) Take Away

Stress Responses



Iceberging to develop Trauma Lens



Story

Micah is a 15 yo Hispanic male with a history of hospitalizations. He resides with his paternal grandmother and 2 siblings. Micah's father died and his mother is estranged from the family. Micah has been in 3 Out of Home placements. His plan is to return home; however, his behaviors have escalated. The incident that brings us to this debriefing is as follows:

Sunday at 11:00 am Micah goes to local corner store with his money, and other youth from program, and staff. He is told to make a selection in the store of whatever he wants.

Micah makes the selection, and when he returns to the program is told he can't have it by the supervisor on site. Micah becomes highly aggressive. He punches the wall, screams at other youth, assaults staff, and is restrained. After the restraint, Micah spends the day in his room.

In the record

History of being parentified

Triggered by disrespect

Triggered by "No"

Struggles to trust

History in the home of mental health

History of explosive behaviors

Please don't touch me

Goes from 0 to 100

What have staff noticed:

Pacing

Tension in face, nostrils, neck

Elevated volume in voice

Less words

Go to Phrase

Up and Down movement

Walks in circles

Collaborative Safety

A Systems Approach to Change

TRANSFORMING CULTURE | TOGETHER

7 Transitions to a Safety Culture-Just Culture

Scientific Underpinnings

How Collaborative Safety and Promising Path to Success complement and support each other and our system?

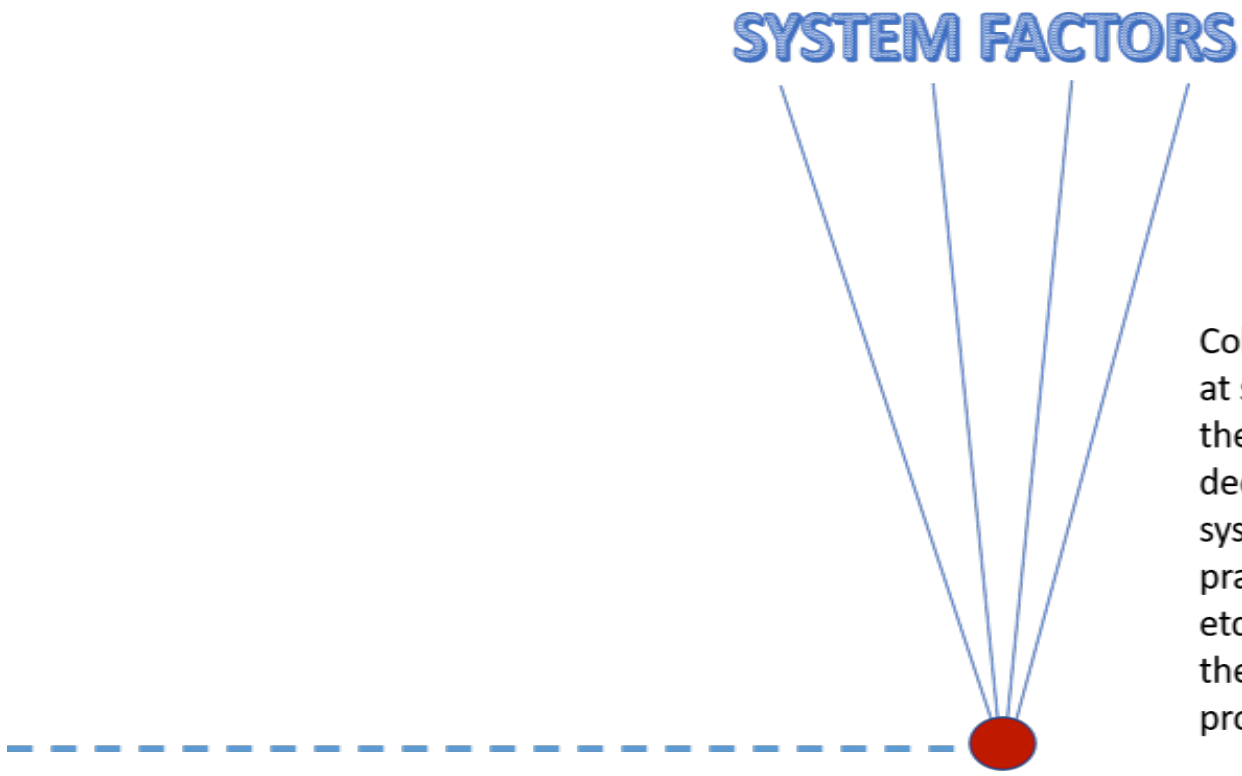
- Both approaches acknowledge the need of **leadership** throughout the process in order to have **organizational change**
- Both use **data to inform practice,** to recognize trends and to identify considerations for needed improvements, **one at the youth/local level and one at the systems level**
- Both recognize the importance of **youth and family voice** in the incident review process
- Both are based on a belief of **no blame/no shame**


Just Like Debriefing, We Move From First Stories to Second Stories
To dive beneath surface level descriptions of events and understand the true sources of challenges and successes.

Both share common desired outcomes

- Increased trust in the provision of care
- Improved staff morale
- Enhanced system improvement
- Improvements in employee retention
- Increased accountability
- Increased public trust
- Creation and sustainability of healing environments and systems

Collaborative Safety



Collaborative Safety looks at specific incidents for the purpose of doing a deeper dive to see if systemic factors (policies, practices, procedures, etc) have an impact on the local decision-making process.

Debriefing often happens at the local level with a focus of being curious and taking a closer look at that factors that may have lead an incident involving a youth, a staff member and/or a program

Aaahaaa !... Questions/ Comments