# PEARLS for System Integration (PSI) Healthcare Debriefing Tool

<table>
<thead>
<tr>
<th>Objective</th>
<th>Task</th>
<th>Sample Phrases</th>
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<tbody>
<tr>
<td><strong>Pre-Work</strong></td>
<td>Develop sample pre-determined stakeholder objectives.</td>
<td>Work with stakeholders to identify and prioritize potential high-impact and high-risk changes and develop pre-determined objectives.</td>
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<tr>
<td><strong>Description</strong></td>
<td>Create a shared mental model by reiterating the focus of simulation and providing a summary of events/key medical issues.</td>
<td>Re-orient to shared understanding of simulation objectives and address any specific medical questions.</td>
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<td><strong>Reactions</strong> (Optional)</td>
<td>Used to explore feelings about process/system being evaluated. Helpful for small groups and strong reactions (positive or negative).</td>
<td>Keep focus on system objectives, quickly follow up exploring reactions with exploring system objectives.</td>
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<tr>
<td><strong>Analysis</strong></td>
<td>Explore variety of performance domains.</td>
<td>See backside of card for more details.</td>
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<tr>
<td><strong>Summary</strong></td>
<td>Identify system issues; potential solutions/ideas and next steps.</td>
<td>Provide summary to close the debrief and identify next steps.</td>
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**Transition Statement**

*Let’s talk about X, as that was an area of potential concern.*

**Exploring Each Stakeholder Objective**

*We identified some areas for improvement. Any other observations related to X before we move on?*

**Were all Stakeholder Pre-determined Objectives Covered?**

*The biggest learnings/opportunities from today’s simulation are X, Y, Z,… (Summarize key learnings, action items, operational owners when time permits)*

*Are there any other potential changes we should capture?*

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The Analysis Phase

System Issues Categories

The analysis phase is used to uncover system issues in a variety of pre-determined objectives. Below are several sample categories:

- Tools and Technology
- Tasks
- Environment
- People
- Organization
- Processes

Primary Strategy

Participant System Assessment <Plus Delta (+/−/Δ)>
Work through each pre-determined stakeholder objective and identify what did and what didn’t go well

Secondary Strategies (if needed)

Directive Feedback
Respond to specific questions as needed

Focused Facilitation (i.e., Advocacy Inquiry)
Can be used to probe deeper to understand underlying systems issues, especially if participants are not self-identifying improvement opportunities

Sample Phrases

- "What aspects of your communication system did/did not work well, why?"
- "What issues did you experience with the new piece of equipment?"
- "How did this new process affect your situational awareness?"
- "What worked well/did not work well with route X versus Y?"
- "How did the design of this communication pathway impact your patient care?"
- "What would have made your communication more effective/efficient?"
- "I heard a question about why we have to call "X" at this point in the process. That is because no one covers the phone after 8 PM."
- "I heard concerns about the location of the beam blocking line of sight. Unfortunately, that is an unmovable support beam."
- Advocacy: "I noticed X. That is concerning because it could potentially lead to patient harm."
- Inquiry: "What made that more challenging for you? What would make that more effective/efficient?"