


**SET THE STAGE**

<b>Introduction</b>	<p><i>We're going to take about 20 minutes to reflect on the case.</i></p> <p><i>We can see what you did and said, but we don't know what you were thinking, and that is what we're interested in talking about– the thoughts that drove your actions during the case.</i></p> <p><i>[Pause &amp; make eye contact with the group before moving on]</i></p>
<b>Reactions (Clear the Air)</b>	<p><i>So, you just finished caring for _____ how are you feeling <b>now that it is over?</b></i></p> <p><i>[Note, this question is about the present tense. We are interested in the feelings they are having now that could get in the way of a learning conversation.]</i></p>
<b>Conversation Road Map</b>	<p><i>First, we'd like to start by reviewing the clinical aspects of the case. Then, we'll discuss [Objective #1] followed by a discussion about [Objective #2].</i></p> <p><i>How does that sound to all of you?</i></p>
<b>Clinical Aspects of the Case</b>	<p><i>This was intended to be a case of.....</i></p> <p>Case 1: <b><i>What elements of the case did you all see differently?</i></b></p> <p><i>This case was intended to be a case of.....</i></p> <p>Case 2: <b><i>What elements of the case did you all see differently?</i></b></p>
	<p>When important clinical knowledge gaps are uncovered → Consider sharing information directly or eliciting the expertise of a simulation participant.</p>
<b>TRANSITION</b>	<p><i>OK, let's shift our conversation to talk about _____.</i></p>

<b>OBJECTIVE #1</b>	
<b>EVALUATE PERFORMANCE:</b> <i>What did you hope to observe?</i>	<i>What did you observe?</i>
<input type="checkbox"/> Observable 1 <input type="checkbox"/> Observable 2	

FIND THE FRAME	
<b>Preview:</b>	<i>I'd like to discuss ____, specifically the moment you ____</i>
<b>Observation:</b>	<i>I saw/heard/noticed you ____</i>
<b>Point of View:</b>	<i>In situations like this, I think...; From my perspective, as a patient/family/nurse/physician...</i>
<b>Inquiry:</b>	<i>I wonder what your thoughts were at the time.</i>

EXPLORE THE FRAME		
<p>➔ <b>ENCOURAGE</b> sharing from speaker to fully understand. <i>Ah, I see...; Tell me more...; Anything else?</i></p> <p>↑</p> <p>In the podcast episode, the above section was identified as “Maximize sharing from the speaker”. This section was revised after testing to enhance the discussion and improve psychological safety for the learner.</p> <p>Non-verbal Affirmations   Reflective Listening   Silence</p>	<p>➔ <b>DIG</b> towards a <b>CORE HUMAN FRAME</b> (universal human hesitations) <i>Gap: I'd like to dig a little deeper, can you share why this matters to you?</i> <i>Positive: What circumstances could make this challenging?</i></p> <div style="border: 1px dashed blue; padding: 5px;"> <p>“I didn't want to seem...” ➔ <b>WHAT OTHERS THINK OF ME</b>          “I didn't want them to feel...” ➔ <b>HOW I MAKE OTHERS FEEL</b>          “I knew I should ____, but...” ➔ <b>COMPETING PRIORITIES/TIME</b>          “So many people; So much info...” ➔ <b>HIGH PRESSURE/STRESS</b>          “I didn't __ b/c I wasn't sure” ➔ <b>FEAR ABOUT GETTING IT WRONG</b></p> </div> <p>Normalize   Curious Posture and Tone   Summarize &amp; Signpost</p>	<p>➔ <b>EXPAND</b> on <b>CORE HUMAN FRAME</b> <i>How does everyone else relate to this?</i> <i>What challenges have you faced?</i></p> <p>Non-verbal   Open Posture   Eye Contact</p>

FACILITATE TO TARGET TAKEAWAYS: <i>Thinking of [CORE HUMAN FRAME], let's strategize about how we overcome this going forward.</i>		
<p><b>WHAT OTHERS THINK OF ME</b> <i>Let's start by considering the risk of hesitating to act because we're worried about what others might think....</i></p> <p><b>HOW I MAKE OTHERS FEEL</b> <i>Let's think about it from the point of view of ____ (the person it may impact), when in that role...</i></p> <p><b>COMPETING PRIORITIES/TIME</b> <i>Let's brainstorm together, how do we navigate when on one hand ____, and on the other hand ____</i></p> <p><b>HIGH PRESSURE/STRESS</b> <i>Let's consider how we can lean on each other in these high stakes moments....</i></p> <p><b>FEAR ABOUT GETTING IT WRONG</b> <i>Let's consider how we might communicate with each other to keep care moving forward in the face uncertainty...</i></p>		
<b>TARGET TAKEAWAYS:</b>		

**RECAP & TRANSITION:** *Thanks for the great discussion about \_\_\_\_ sounds like our takeaways are \_\_\_\_\_. Now let's transition to discuss \_\_\_\_\_.*

<b>OBJECTIVE #2</b>	
<b>EVALUATE PERFORMANCE:</b> <i>What did you hope to observe?</i>	<i>What did you observe?</i>
<input type="checkbox"/> Observable 1 <input type="checkbox"/> Observable 2	

FIND THE FRAME	
<b>Preview:</b>	<i>I'd like to discuss ____, specifically the moment you ____</i>
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<b>Point of View:</b>	<i>In situations like this, I think...; From my perspective, as a patient/family/nurse/physician...</i>
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EXPLORE THE FRAME		
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	<div style="border: 1px dashed blue; padding: 5px;"> <p>"I didn't want to seem..." → <b>WHAT OTHERS THINK OF ME</b></p> <p>"I didn't want them to feel..." → <b>HOW I MAKE OTHERS FEEL</b></p> <p>"I knew I should ____, but..." → <b>COMPETING PRIORITIES/TIME</b></p> <p>"So many people; So much info..." → <b>HIGH PRESSURE/STRESS</b></p> <p>"I didn't __b/c I wasn't sure" → <b>FEAR ABOUT GETTING IT WRONG</b></p> </div>	
Non-verbal Affirmations   Reflective Listening   Silence	Normalize   Curious Posture and Tone   Summarize & Signpost	Non-verbal   Open Posture   Eye Contact

FACILITATE TO <b>TARGET TAKEAWAYS:</b> <i>Thinking of [CORE HUMAN FRAME], let's strategize about how we overcome this going forward.</i>		
<b>WHAT OTHERS THINK OF ME</b> <i>Let's start by considering the risk of hesitating to act because we're worried about what others might think....</i>		
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<b>TARGET TAKEAWAYS:</b>		

<b>SUMMARY:</b>	<p><i>[Between Cases] Thanks for the great discussion. Sounds like our takeaways for the next case are ____.</i></p> <p><i>[End of Session] As we end of session, we'd like everyone to share what they will carry forward into clinical practice.</i></p>
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# POPI Tips & Tricks

FIND THE FRAME		
Description	Scripts/Drafts	Polish the POPI (for practice)
<p><b>P</b>review: Give the individual(s) a chance to cue up the specific moment to be discussed.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Start with the general phase or topic to be discussed (typically covers a 1-2 min interval of the simulation)</li> <li><input type="checkbox"/> Then specify the precise moment of interest.</li> <li><input type="checkbox"/> Pause and watch for signs that they have the moment cued up in their memory (e.g., head nod)</li> </ul>	<p><i>I'd like to discuss ____, specifically the moment you ____.</i></p>	
<p><b>O</b>bservation: Ensure clarity about what aspect of the instance is of interest for the discussion.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Recount a single, specific behavior or action.</li> <li><input type="checkbox"/> Must be "court of Law" objective (Double check: Can it be seen or heard on a video?)</li> <li><input type="checkbox"/> As succinct as possible</li> </ul>	<p><i>I saw/didn't see...</i>  <i>I heard/didn't hear...</i>  <i>I noticed/didn't notice...</i></p>	
<p><b>P</b>oint of View: Clearly share personal point of view about why the observation is important.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use first person pronouns such as 'I' or 'my.'</li> <li><input type="checkbox"/> Convey <u>why</u> the observation matters to the patient, team members or others.</li> <li><input type="checkbox"/> Reference your personal experience when possible.</li> </ul>	<p><i>In my mind, I was thinking....</i>  <i>From my perspective as a patient/family/nurse/physician...</i>  <i>In situations like this, I think...</i>  <i>Watching that got me thinking....</i>  <i>I thought that was fascinating because...</i>  <i>I was worried because...</i></p>	
<p><b>I</b>nquiry: Invite sharing with genuine curiosity and maximal open-endedness.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use an inquiry from the menu!</li> <li><input type="checkbox"/> Use past tense; direct the inquiry at what they were thinking during the case rather than the present moment.</li> <li><input type="checkbox"/> Omit all qualifiers that limit open-endedness.</li> </ul>	<p><i>I wonder what your thoughts were at the time.</i>  <i>I wonder if you could talk us through that moment.</i>  <i>I'm curious what was going on for you in the moment.</i>  <i>How did you see it?</i>  <i>What was your take on that during the case?</i>  <i>I'm interested to hear what was on your mind at the time.</i></p>	

# Explore Tips & Tricks

## EXPLORE THE FRAME



Goal	Uncover the thinking that drove actions today. Consciously explore thoughts that may lead to a <b>Core Human Frame</b> , which serves as a portal to future thinking.	Probe the connection between this experience/conversation and the universal hesitations, fears, challenges core to our human experience ( <b>Core Human Frame</b> ).	Invite others to connect with this universal human experience (even though they may not have encountered it today).														
<b>Scripts</b>  <b>Harvest the Hesitation</b> <small>After a positive POPI</small>	<ul style="list-style-type: none"> <li>→ Ah, I see...; So, you...</li> <li>→ What else was on your mind?</li> <li>→ What hesitations/challenges did you experience?</li> <li>→ What conditions could make this challenging?</li> <li>→ What has made this challenging in the past?</li> <li>→ You were successful at something that many struggle with. Will you share how you were able to do this?</li> </ul>	<ul style="list-style-type: none"> <li>→ I'd like to dig a little deeper, can you share why this matters to you?</li> <li>→ Let's take it one step further, what do you think is behind that?</li> <li>→ That is such a common experience we have as humans...why do you think that is?</li> <li>→ Let's peel it back a layer, can you brainstorm why so many of us experience that?</li> <li>→ Generalizing this a bit, why do you think we humans find this so challenging?</li> </ul>	<ul style="list-style-type: none"> <li>→ How does everyone else relate to this experience? How do others experience this struggle?</li> <li>→ What challenges have you faced with this?</li> </ul>														
<b>Tips</b>	<ul style="list-style-type: none"> <li>→ Conscious exploration requires real time discernment (and thus processing time)!</li> <li>→ Non-verbal affirmations and invitations</li> <li>→ Reflective listening</li> <li>→ Silence – give it at least two nodding beats!</li> </ul>	<ul style="list-style-type: none"> <li>→ Normalize, normalize, normalize</li> <li>→ Curious posture and tone</li> <li>→ Summarize &amp; Signpost</li> </ul> <table border="1" data-bbox="850 1024 1461 1341"> <thead> <tr> <th colspan="2">Connecting Learner Responses to Core Human Frames</th> </tr> <tr> <th>WHAT LEARNERS SAY</th> <th>CORE HUMAN FRAME</th> </tr> </thead> <tbody> <tr> <td>I didn't want to seem...</td> <td>WHAT OTHERS THINK OF ME</td> </tr> <tr> <td>I didn't want to step on toes... I didn't want them to feel...</td> <td>HOW I MAKE OTHERS FEEL</td> </tr> <tr> <td>I knew I should _____, but _____</td> <td>COMPETING PRIORITIES/TIME</td> </tr> <tr> <td>I must get this right...There's so much pressure...</td> <td>HIGH PRESSURE/STRESS</td> </tr> <tr> <td>I didn't want to _____ because I wasn't sure...</td> <td>FEAR ABOUT GETTING IT WRONG</td> </tr> </tbody> </table>	Connecting Learner Responses to Core Human Frames		WHAT LEARNERS SAY	CORE HUMAN FRAME	I didn't want to seem...	WHAT OTHERS THINK OF ME	I didn't want to step on toes... I didn't want them to feel...	HOW I MAKE OTHERS FEEL	I knew I should _____, but _____	COMPETING PRIORITIES/TIME	I must get this right...There's so much pressure...	HIGH PRESSURE/STRESS	I didn't want to _____ because I wasn't sure...	FEAR ABOUT GETTING IT WRONG	<ul style="list-style-type: none"> <li>→ Respond to body language (e.g., nodding) of others</li> <li>→ Eye contact around table as an initiation</li> <li>→ Open posture to broader group</li> <li>→ Silence</li> </ul>
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