

Turn the last case into the next lesson.

Cut out the cards, choose one question, and give the team enough silence to answer it. One useful question is usually better than five.

KNOW THE BOUNDARY

This is a brief educational reflection tool, not psychological treatment or a formal incident review. Do not compel participation. Stop if distress rises, consent is withdrawn, or the conversation needs formal reporting or professional support. Follow local policy and escalation pathways.

USE IN THREE STEPS

1. Frame

Learning, not blame.
Everyone may pass.

2. Ask

Choose one card and ask for specific evidence.

3. Act

Close with one thing to keep, change, or test.

THE PIVOT

Which single finding changed the direction of this case?

FOLLOW-UP

What would you have done if that finding were absent?

ONE-CENT-DEBRIEF.COM

THE RIVAL

Which alternative diagnosis was hardest to dismiss safely?

FOLLOW-UP

Name the evidence that moved it down your list.

ONE-CENT-DEBRIEF.COM

THE MISSING PIECE

What information did you want but could not obtain?

FOLLOW-UP

How did you manage the uncertainty it created?

ONE-CENT-DEBRIEF.COM

THE THRESHOLD

What would have changed your investigation threshold?

FOLLOW-UP

Make the smallest possible change to the case.

ONE-CENT-DEBRIEF.COM

THE PAUSE

At what moment would a diagnostic pause have been most useful?

FOLLOW-UP

What question should the team ask during that pause?

ONE-CENT-DEBRIEF.COM

SHARED PICTURE

When did the team's shared mental model become clear?

FOLLOW-UP

What words or action made it visible?

ONE-CENT-DEBRIEF.COM

THE QUIET VOICE

Whose information was easiest to overlook in this case?

FOLLOW-UP

How could the team make that voice easier to hear?

ONE-CENT-DEBRIEF.COM

CLOSED LOOP

Which instruction most needed closed-loop communication?

FOLLOW-UP

Try restating it in fewer than ten words.

ONE-CENT-DEBRIEF.COM

THE HANDOFF

What was the one fact the next clinician absolutely needed?

FOLLOW-UP

What could safely be left out of a 30-second handover?

ONE-CENT-DEBRIEF.COM

ROLE CLARITY

Where did role ambiguity slow the team down?

FOLLOW-UP

What explicit allocation would have helped?

ONE-CENT-DEBRIEF.COM

FRICTION

Which part of the environment made good care harder?

FOLLOW-UP

What is one low-cost change that would remove that friction?

ONE-CENT-DEBRIEF.COM

COGNITIVE LOAD

What occupied attention without improving the outcome?

FOLLOW-UP

Could it be delegated, delayed, or deleted?

ONE-CENT-DEBRIEF.COM

THE INTERRUPTION

Which interruption carried the greatest risk?

FOLLOW-UP

How could the team protect the critical task next time?

ONE-CENT-DEBRIEF.COM

THE WORKAROUND

What workaround did the team use-and what risk came with it?

FOLLOW-UP

What system fix would make the workaround unnecessary?

ONE-CENT-DEBRIEF.COM

UNDER PRESSURE

Which decision became harder because of time pressure?

FOLLOW-UP

What pre-agreed rule could make it easier next time?

ONE-CENT-DEBRIEF.COM

PLAIN LANGUAGE

Which explanation mattered most to the patient or whānau?

FOLLOW-UP

Say it again without jargon or abbreviations.

ONE-CENT-DEBRIEF.COM

CHECKING MEANING

How did the team know the patient understood the plan?

FOLLOW-UP

What teach-back question would you use?

ONE-CENT-DEBRIEF.COM

THE DIFFICULT SENTENCE

What was the hardest sentence to say in this case?

FOLLOW-UP

What made it difficult-and what made it necessary?

ONE-CENT-DEBRIEF.COM

EXPECTATION GAP

Where did patient and clinician expectations diverge?

FOLLOW-UP

What early conversation might have narrowed the gap?

ONE-CENT-DEBRIEF.COM

THE CALLBACK

What safety-net instruction was most important?

FOLLOW-UP

Make it specific, observable, and time-bound.

ONE-CENT-DEBRIEF.COM

WEAK SIGNAL

What small clue carried disproportionate safety value?

FOLLOW-UP

How could that clue be surfaced earlier next time?

ONE-CENT-DEBRIEF.COM

THE NEAR MISS

Where was the case closest to an avoidable error?

FOLLOW-UP

Which barrier caught it-or should have caught it?

ONE-CENT-DEBRIEF.COM

ASSUMPTION CHECK

Which assumption most deserved verification?

FOLLOW-UP

What was the quickest reliable way to test it?

ONE-CENT-DEBRIEF.COM

THE RETURN VISIT

What would make a return visit unsurprising?

FOLLOW-UP

How should that possibility shape today's plan?

ONE-CENT-DEBRIEF.COM

FUTURE-PROOFING

Which part of the plan depended too heavily on perfect follow-through?

FOLLOW-UP

How could the plan fail more safely?

ONE-CENT-DEBRIEF.COM

KEEP

What would you deliberately repeat in the next similar case?

FOLLOW-UP

What made that behaviour effective?

ONE-CENT-DEBRIEF.COM

CHANGE

What is one thing you would do differently next time?

FOLLOW-UP

Make it small enough to try on your next shift.

ONE-CENT-DEBRIEF.COM

SURPRISE

What surprised you most about the case or the team?

FOLLOW-UP

What prior belief does that surprise challenge?

ONE-CENT-DEBRIEF.COM

INVISIBLE WORK

What valuable work happened that was easy to miss?

FOLLOW-UP

How could you acknowledge or reinforce it?

ONE-CENT-DEBRIEF.COM

ONE SENTENCE

What is the one-sentence lesson you want to remember?

FOLLOW-UP

Write it as advice to your future self.

ONE-CENT-DEBRIEF.COM