

Strengthening Workforce Resilience: A Two-Tier Debriefing Model for In-Person and Remote Healthcare Teams

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BACKGROUND

Healthcare workers routinely experience emotional load and moral distress across acute, community, and remote care environments.

- Structured debriefing is inconsistent, particularly in remote and community settings
- Emotional strain contributes to burnout, sick time, and workforce instability

Workforce well-being is a systems and patient safety issue.

PURPOSE

To design an evidence-informed, two-tier debriefing pathway that:

- Supports emotional well-being and resilience
- Is structured and scalable
- Is adaptable across in-person and remote healthcare settings

CONCEPTUAL FOUNDATIONS

- Psychological Safety (Edmondson, 1999)
- Moral Distress (Jameton, 1984)
- Emotional Load (Maslach & Leiter, 2016)



References



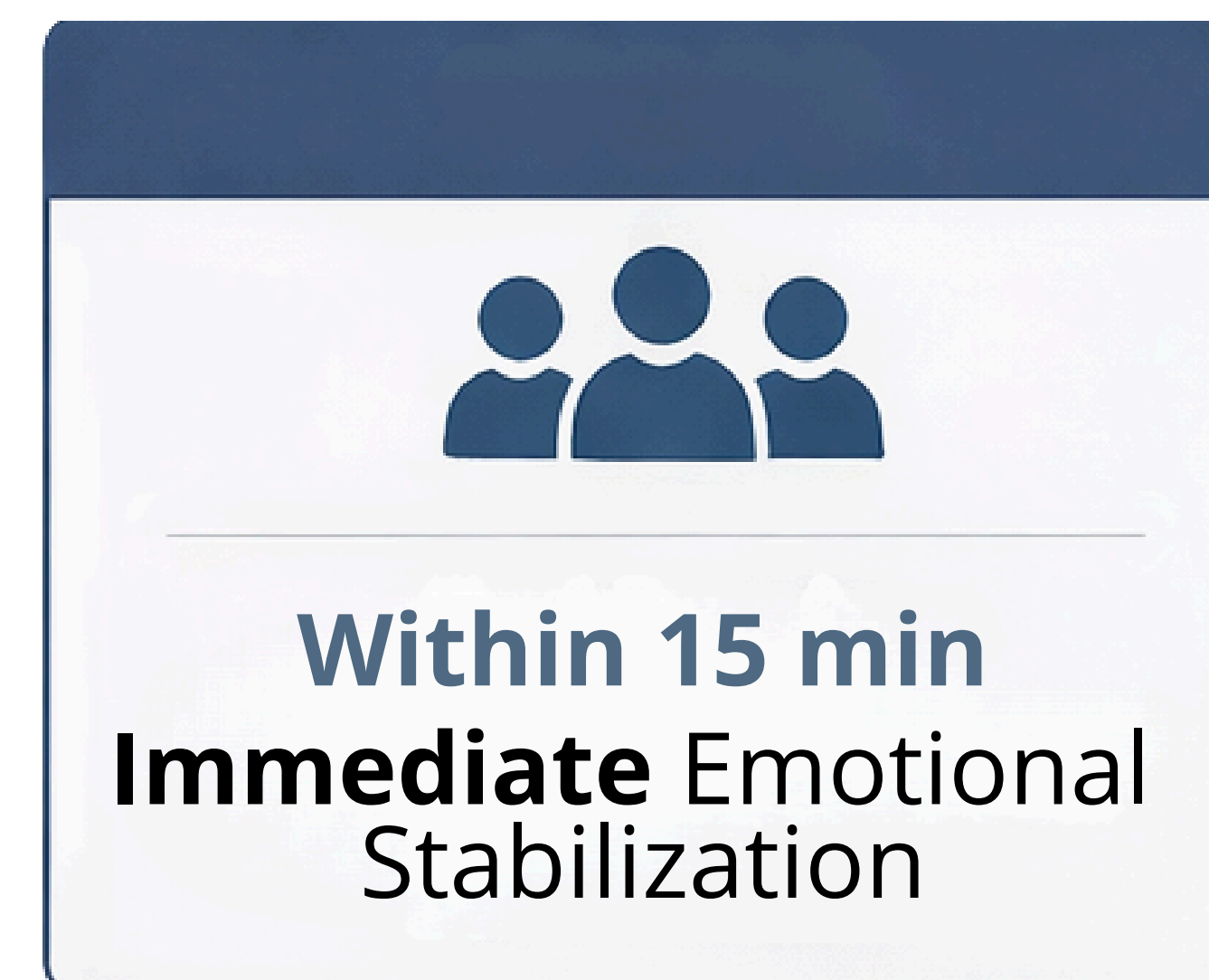
METHODOLOGY



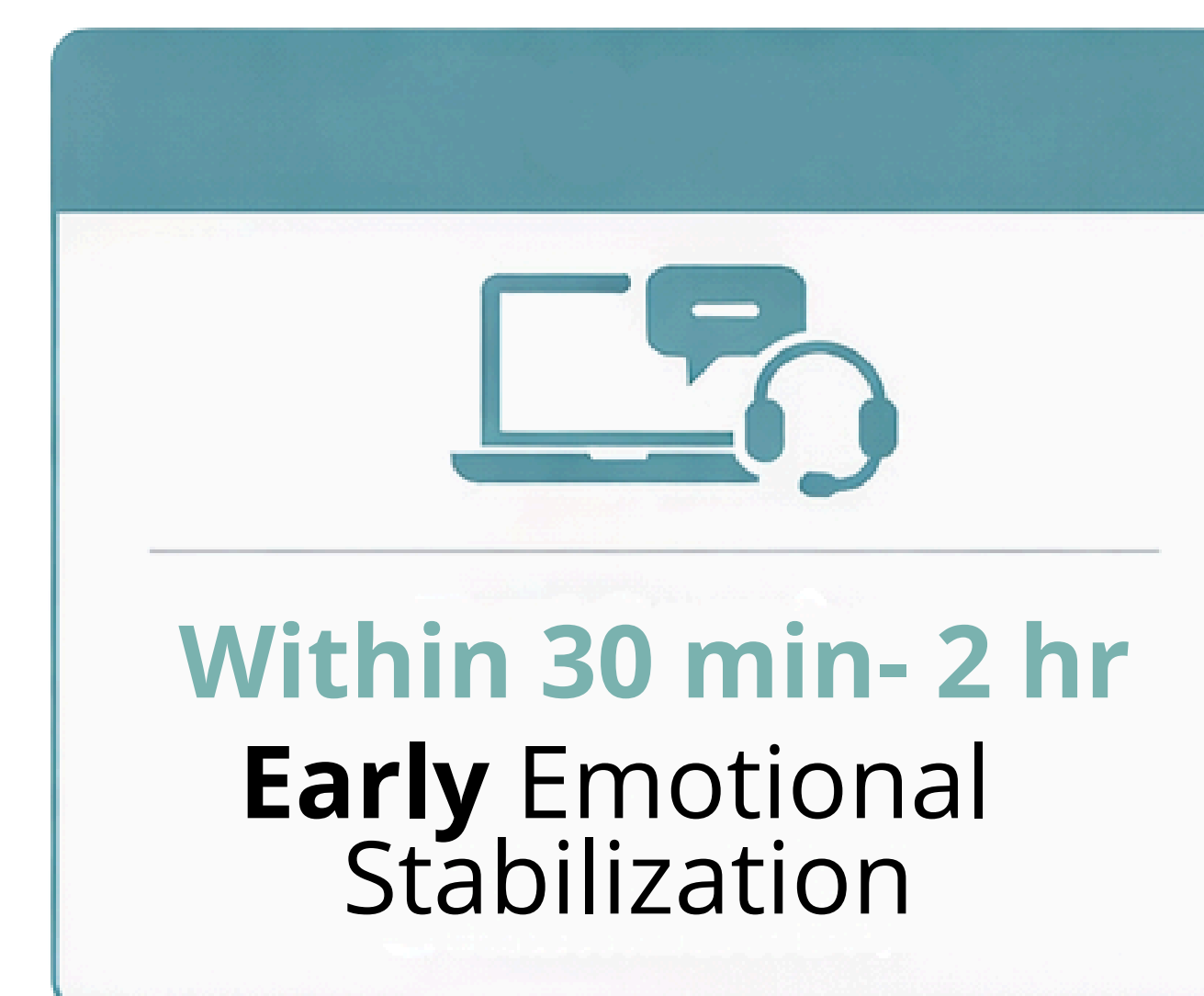
Tier 1: Rapid Response Debrief

S Summary **T** Things that went well **O** Opportunity **P** Points to action **5** Keep it short **-** **R** Remote

STOP5



STOP5-R



Adapted from Walker et al. (2020)

Defuse emotional intensity → Initiate rapid systems fixes → Safe return to work

Tier 2: Reflective Well-Being Debrief (RWD)

- 15–30 minutes
 - Simple 6-step structure
 - Group or private option
 - Time to explore patterns, stressors, moral distress, & system issues
1. Set the space
 2. Emotional check-in
 3. Story & content
 4. Meaning-making
 5. Collective learning
 6. Well-being and support plan



Adapted from the PEARLS reflective learning framework (Bajaj et al., 2018).

“If it’s sitting heavy, it belongs in RWD”

EVIDENCE SYNTHESIS

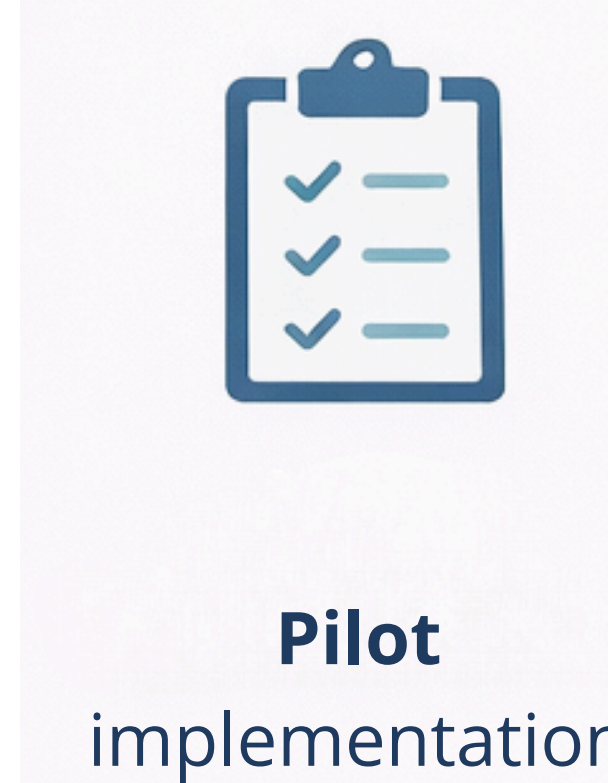
- Quantitative evidence supports structured debriefing and improved well-being (Cantu & Thomas, 2020)
- Qualitative research emphasizes communication structure and psychological safety (Medel et al., 2024)
- Systematic reviews support clearly defined debriefing practices (Levido et al., 2025)

FEASIBILITY/ IMPLEMENTATION

- ✓ Uses existing staff roles
- ✓ 30–60 minute facilitator training
- ✓ No new infrastructure required
- ✓ Adaptable settings

Low Cost – Low Burden – High Impact

FUTURE DIRECTIONS



Scalable. Adaptable. Sustainable.

A structured pathway to strengthen workforce resilience across healthcare environments.