

**Data Supplement S2:
Systems Ethnography Debriefing Session Outline**

1. Review the debriefing plan with the students
2. Four groups of 3-4 students form small groups. Referring to your ethnographic notes:
 - a. Group 1: Draw a visual representation (map or sequence of sketches) of the patient experience in the Emergency Department from arrival to discharge.
 - b. Group 2: Draw a visual representation (map or sketches) of the positioning and activities of various members of the healthcare team in the Emergency Department.
 - c. Both groups should also identify barriers or facilitators to optimal care.
3. Students report their diagrams to the larger group (5 minutes per group)
 - a. Students share and discuss diagram with group
 - b. The students relate their experiences to their diagrams
 - c. Co-directors, ED representatives ask questions of each group (1-2 minutes per group)
4. Each group uses the previous discussion to design a new system in the ED (system thinking iceberg handed to two groups of seven)
 - a. Students identify key barriers in their experience
 - b. Students prioritize three solutions to the ED
 - c. Students make changes to the current process in the ED (location of staffing and equipment, process, etc.)
 - d. Be prepared to report out (oral presentation, diagram to share with the group, etc.)
5. Each group will share their three key solutions (via map, diagram, list, etc.) with the larger group
 - a. Students share the changes they made, solutions, etc.
 - b. Students discuss pros and cons to their solutions
 - c. “Shark tank” Socratic Method- ask questions to stimulate critical thinking.
6. Conclusion to debrief
 - a. Additional questions for ED representatives
 - b. ED representatives and co-directors share their perceptions of the experience