

## Patient Debrief for an Unexpected or Traumatic Birth Experience

The H.E.A.R. acronym assists providers when debriefing an unexpected outcome or traumatic experience with patients and families. Compassion, communication and collaboration are at the core.

**“H.E.A.R. the Voices, Empower the Journey, Acknowledge the Pain, restore the Hope”**

**H**

HEAR

- Make sure the space is safe
- Ask if the patient is ready to talk
- Ask what they remember and if anything was confusing

**E**

Empower

- Ask if the patient would like to review anything specific to their labor course
- Explain risks, alternatives, and benefits that were considered
- Provide clear and relevant information

**A**

Acknowledge

- Normalize the patient's feelings and reactions
- Explain the patient may experience physical, emotional, and/or mental reactions
- Show empathy and validate patient

**R**

Restore

- Ensure a clear and supportive postpartum care plan
- Provide a way for patient to connect in the future