**TRANSCRIPT ANALYSIS – Sudden Death in Emergency Department**

***Participant: JULIE (pseudonym) (5HC)***

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| **Codes** | **Transcript line and quote** | **Description of the code** |
| Love to help | 23-26: I just loved being able to see, help and treat conditions. The job you are doing is fundamental to the Trust and the Department and actually doesn’t matter what grade are you, skills come with experience and experience is what everybody draws on. | Motivated by the ability to help |
| Fixing someone | 29-33: We work in the ED and we see people for a short period of time, but in that short period of time, someone for example in Resus, who you don’t think it’s going to survive, but a few hours later they are sitting with their families having a cup of tea and talking to their families. And that short period of time is what we come to work for, we come to help people and families. | Making a change in a short period of time |
| New day | 36-37: So, there is variety in my job, it’s not like sitting at a desk and typing a lot of paperwork. Everyday is a new day. | Every day is a new day – variety of the job |
| Whole family | 47-48: When you look after an adult you look after one person. But when you look after children, you look after a whole family. | Looking after the whole family not just the patient |
| Split myself | 55-56: So, I am very much sitting on a fence. I am a Catholic. When I am at work I have to split myself. I have the Catholic me and the work me. | Being in a different role at work |
| Praying | 56-59: And sometimes I do crossover and I am standing next to a bed and I am praying quietly, because that’s my belief, to ask for help and strength for myself because I see horrific things. Nobody has to know I do that, but it’s about me getting confidence in the job that I am about to do. | Praying as a coping mechanism |
| Child death | 60-63: Nobody ever knows their expiry date. When an elderly person comes that is very unwell we know he is going to die, yet we know they had a good life. But when you have a child coming in who is dying that is even more scary because they haven’t lived their life. So a child’s death for me is unexpected. | A child’s death is unexpected |
| More pessimistic | 66-67: Yes. Probably I would be either more pessimistic or I couldn’t be bothered, saying that it’s just a life there are many more in the world. | Faith support her positive attitude towards death |
| God’s plan | 67-70: When an elderly comes in who dies my work me says that they had a good life, it’s normal that they died at that age. But when a 20 years old comes in and dies, the Catholic me says, that’s not fair, that’s not God’s plan. It just depends on the situation. | Acceptable and not acceptable deaths |
| Part of the job | 72: I often see horrific things, but I say that’s the job. | Seeing death is part of the job |
| Need to talk | 77-80: This is why I am so adamant of debrief, because even if you’ve been in a situation for just 5 minutes, you’ve seen an open chest for example, that’s why people need to deescalate, need to talk. Our Trust is so good in supporting because we have so many people from colleagues to psychologists. | After seeing a death people need to deescalate |
| Happier place | 95-99: And I said, “Come on Grandma, make up your mind” and then she died 10 minutes later. But my Grandma laughed on my joke and I will always remember my Grandma having her last laugh. It was my belief that she is going to a happier place, because she had vascular dementia, knowing that this is not a sad moment. | Comforted by knowing she is in a happier place |
| Faith or hope | 99-100: And I feel sorry for those people who can’t hold onto something, whether that is a religious faith or just hope.  100-102: This is why, when I sit with dying people I always ask if they have a faith if they would like the chaplaincy services involved. I don’t push my faith on people, I just offer them a possibility beyond bereavement. | Faith or hope can be an anchor when experiencing death |
| Same age | 106-108: Yes, recently we had a baby coming in who was exactly the same age as my sister and she passed away. We have a link nurse for bereavement, and she asked me to offer a cup of tea for the parents. | Same age of a patient can recall personal memories |
| Good times | 114-115: Just remember the good times you had. | Remember the good times as coping |
| Innocence | 118-125: Probably one of the daunting ones is one that I have broken down after. It was an auntie who was walking her nephew and niece home from school and the nephew was in a pushchair and the niece was on a scooter. They’ve reached a zebra crossing where a car stopped and the little girl went forward, but they haven’t seen that there was a motorbike coming and hit her head first. She came in as a traumatic cardiac arrest and I was looking to this little girl while they were doing CPR, cannulate, taking bloods, who has done nothing wrong in her life and is just hanging to life. She passed away and it was horrific because the parents weren’t there only her auntie. | Has done nothing wrong |
| Unfair | 129-131: She had a brilliant life ahead of her but because of a silly mistake that somebody made, took her life and I said it’s not fair.  140: We expect adults to die but we don’t expect children to die. | Death of a child is not fair |
| Sitting on a fence | 131-137: And as a catholic you go against your religion asking ‘Why are you doing this?’ Like adults, old people fair enough take them, but children? And you do question your faith sometimes, saying this isn’t fair. But it’s all in His hand. You never know what could have happened with that child, it could have been the most horrible person or someone who gets cancer or anything. This is why I sit on the fence as one part of me says why is this happening, while the other, this is what happens in life. | Questioning her faith when death happens |
| Shield | 186-188: Yes. For some time I was putting a shield on because you don’t want to see what is it like to die. I have been involved in cases where multiple injured people are coming in and you have to put the shield on, to move on to the next patient. | Protection against the effects of witnessing death |
| Softer | 188-194: But I think since moving into paediatrics I have become a lot more softer. I don’t put that wall up anymore, because I don’t have to. The more you do nursing, the more you feel you don’t have to put that front up, you can be that person. When you speak with a bereaved family and you start crying you know that the family will appreciate it. Don’t be afraid about crying in front of people because that shows that you are human. Often is hard when adults or children blame themselves being the cause of somebody’s death which requires a lot of aftercare and I think people don’t realize that. | Practice has changed her attitude |
| Stronger | 201-202: So we learn from our experiences and that makes us stronger and stronger to give better care. | Groing stronger to give better care |
| Bereavement career | 209-211: I remember most of the babies that I have lost, and this is me, I want to help people. Later in life I can see myself continuing in bereavement services or maybe end of life care. | Experiences led her to pursue a career in bereavement |
| Special kind of person | 219-220: I think it takes a special kind of person to see what we see and do what we do. | Not everyone could see what they see |
| Avoidance vs Responsibility | 230-232: Especially in a pandemic, you sometimes think you don’t want to go to work, because you don’t want to catch it and give it to your children or partner. People are scared but at the end of the day if we don’t do it, nobody else will do it. | A sense of responsibility to carry on |
| Comforting faith | 239-249: One of the things that gets me through these difficult moments is reading a poem called footprints, have you heard of it?  I think so, yes.  So, God and a man walks in the sand and there are two sets of footprints and at the end of his life the man looks back and says why there is only one set of footprints in the sand? Why have you abandoned me in those times when I needed you the most, why have you left me alone? And God says, when you needed me, when suffered, that’s when I picked you up and carried you. And that always gets me because it doesn’t matter if you don’t have a religion, whenever you need help there is always a higher person, whether it’s Jesus or it can be just a family member, there is always somebody to catch you when you fall. | Coping with faith |
| Lack of training | 255-259: Through your career you will see horrific things especially if you are in A&E, so why can’t we do a half a day on bereavement care? The other day I was talking with someone about having last offices and they thought that’s all about wrapping up people and getting them ready. Why people are not taught how to properly look after the dead, because at the end of the day this is just part of our training. | Lack of preparation for bereavement or last offices |
| Familiar face | 264-266: But often people don’t want to talk with someone from the management team or someone they don’t know and I had colleagues coming to me starting a conversation. Which is why I say to people, if you have an issue, just come and talk to me. | Talking with someone they know |

**FINAL CODES EMERGING THEMES**

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| --- | --- | --- | --- |
| 1 | Love to help | 1 | Love to help |
| 2 | Fixing someone | 2 | Fixing someone |
| 3 | New day | 3 | Variety |
| 4 | Whole family | 4 | Overarching care |
| 5 | Split myself | 5 | Double self |
| 6 | Praying | 6 | Praying |
| 7 | Child death | 7 | Child death |
| 8 | More pessimistic | 8 | Driven by spirituality |
| 9 | God’s plan | 9 | God’s plan |
| 10 | Part of the job | 10 | Part of the job |
| 11 | Need to talk | 11 | Debrief |
| 12 | Happier place | 12 | Happier place |
| 13 | Faith or hope | 13 | Spiritual coping |
| 14 | Same age | 14 | Same age |
| 15 | Good times | 15 | Good times |
| 16 | Innocence | 16 | Innocence |
| 17 | Unfair | 17 | Unfair death |
| 18 | Sitting on a fence | 18 | Sitting on a fence |
| 19 | Shield | 19 | Shield |
| 20 | Softer | 20 | Soften by death |
| 21 | Stronger | 21 | Stronger by death |
| 22 | Bereavement career | 22 | Bereavement career |
| 23 | Special kind of person | 23 | Special kind of person |
| 24 | Avoidance vs Responsibility | 24 | Responsibility |
| 25 | Comforting faith | 25 | Comforting faith |
| 26 | Lack of training | 26 | Lack of training |
| 27 | Familiar face | 27 | Supporting colleagues |

**SUPERORDINATE THEMES**

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| --- | --- |
| **WORKING IN ED** | Love to help |
| Fixing someone |
| Variety |
| Overarching care |
| **SPIRITUAL DIMENSION OF DEATH** | Praying |
| Driven by spirituality |
| God’s plan |
| Happier place |
| Spiritual coping |
| Comforting faith |
| Good times |
| **COMPLICATED DEATH** | Child death |
| Same age |
| Innocence |
| Unfair death |
| Soften by death |
| Stronger by death |
| **DEALING WITH DEATH** | Debrief |
| Bereavement career |
| Lack of training |
| Supporting colleagues |
| **MEANING OF DEATH** | Double self |
| Part of the job |
| Sitting on a fence |
| Shield |
| Special kind of person |
| Responsibility |