

Situation Monitoring

"Attention to detail is one of the most important details ..."
--Author Unknown

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Objectives

- Define situation monitoring
- Define cross-monitoring
- Discuss the components of the STEP process
- Define situation awareness (SA), and identify conditions that undermine SA
- Discuss the importance of a shared mental model
- Discuss when to share information
- Recognize the barriers, tools, strategies, and outcomes of situation monitoring

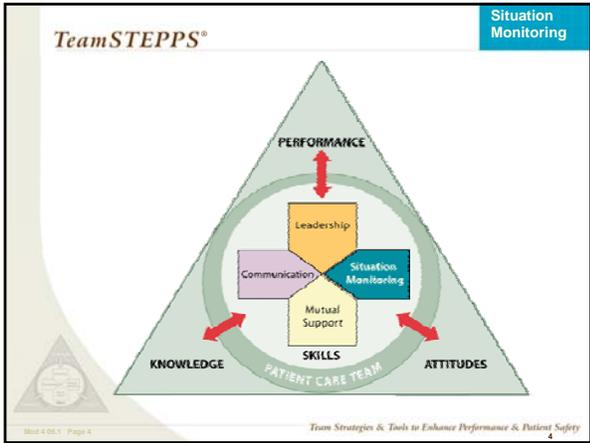
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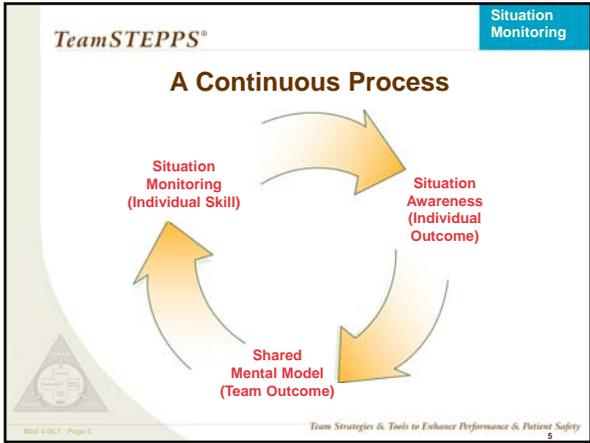
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Scenario

- Mary, a nursing home resident, falls while attempting to ambulate independently. She suffers a head laceration and a possible fractured hip. The nursing assistant, charge nurse, and supervisor all respond to Mary's call for help.
- Diane, the supervisor, completes her assessment. She directs Ann, the nursing assistant, to retrieve 4x4 gauze from the treatment cart and Jerri, the charge nurse, to maintain c-spine precautions until EMS arrives. Noticing her confused expression, Diane tells Jerri, "Place one hand on each side of Mary's head and keep it in straight alignment with her spine."

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Situation Monitoring (Individual Skill)

Process of *actively scanning* behaviors and actions to assess elements of the situation or environment

- Fosters mutual respect and team accountability
- Provides safety net for team and resident
- Includes cross-monitoring

... Remember, engage the resident whenever possible.

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Cross-Monitoring is...

Process of monitoring the actions of other team members for the purpose of sharing the workload and reducing or avoiding errors

- Mechanism to help maintain accurate situation awareness
- Way of “watching each other’s back”
- Ability of team members to monitor each other’s task execution and give feedback during task execution

Mutual performance monitoring has been shown to be an important team competency. (McIntyre and Salas, 1995)

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Cross-Monitoring

Hi, I'm here to change the dressing on your buttock.

That resident has C diff. The treatment nurse should be wearing precaution gear. Should I say something?






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STEP

Status of the Resident

Team Members

Environment

Progress Toward Goal

Components of Situation Monitoring:

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Status of the Resident

S

tatus of the Resident

T

eam Members

E

nvironment

P

rogress Toward Goal

- Resident History
- Vital Signs
- Medications
- Physical Exam
- Plan of Care
- Psychosocial Condition

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Team Members

S

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T

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nvironment

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rogress Toward Goal

- Fatigue
- Workload
- Task Performance
- Skill Level
- Stress Level

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I'M SAFE Checklist

- I** = Illness
- M** = Medication
- S** = Stress
- A** = Alcohol and Drugs
- F** = Fatigue
- E** = Eating and Elimination

An individual team member's responsibility ...

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Environment

- Facility Information
- Administrative Information
- Human Resources
- Acuity of Residents and Team Members' Assignments
- Equipment

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Progress Toward Goal

- Status of team's resident(s)?
- Goal of team?
- Tasks/actions that are completed or that need to be done?
- Plan still appropriate?

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- Recollect examples of situation monitoring, in which you needed to—
 - Be aware of what was going on
 - Prioritize and focus on different elements of the situation
 - Share this information with others
- Select one or two that best represent the concept of situation monitoring
- Share

EXERCISE

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Situation Awareness is...

The state of knowing the current conditions affecting the team's work

- Knowing the status of a particular event
- Knowing the status of the team's residents
- Understanding the operational issues affecting the team
- Maintaining mindfulness



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Conditions That Undermine Situation Awareness (SA)

Failure to—

- Share information with the team
- Request information from others
- Direct information to specific team members
- Include resident or family in communication
- Use resources fully (e.g., status board, automation)
- Document

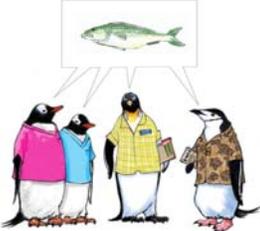
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A Shared Mental Model is...

The perception of, understanding of, or knowledge about a situation or process that is shared among team members through communication.

"Teams that perform well hold shared mental models."
(Rouse, Cannon-Bowers, and Salas, 1992)



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Shared Mental Model?



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Practical Exercise

- Gloria Valdez
 - New admission
 - 87 years old
 - Dementia diagnosis
 - Confused, anxious since admission
 - Involved daughter



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How Shared Mental Models Help Teams

- Help ensure that teams know what to expect, so if necessary, can regroup to get on the "same page"
- Foster communication to ensure care is synchronized
- Ensure that everyone on the team has a picture of what it should look like
- Enable team members to predict and anticipate better
- Create commonality of effort and purpose

"Shared mental models help teams avoid errors that place patients at risk."

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What Do You See?



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When To Share?

- Briefs
- Huddles
- Debriefs
- Transitions in Care

... Share information as soon as possible when a change occurs in the resident's status.

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BARRIERS	TOOLS and STRATEGIES	OUTCOMES
<ul style="list-style-type: none"> ■ Hierarchical Culture ■ Lack of Resources or Information ■ Ineffective Communication ■ Conflict ■ Time ■ Distractions ■ Workload ■ Fatigue ■ Misinterpretation of Data ■ Failure To Share Information 	<p>Brief</p> <p>Huddle</p> <p>Debrief</p> <p>STEP</p> <p>Cross-Monitoring</p>	<ul style="list-style-type: none"> ■ Situation Awareness ■ Shared Mental Model ■ Adaptability ■ Team Orientation ■ Mutual Trust

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Teamwork Actions

- Conduct team exercises to increase situation monitoring skills
- Share information in a timely fashion
- Include resident and/or family in communication
- Use cross-monitoring
- Apply the STEP process when monitoring the situation
- Foster communication to ensure that all members of the team have a shared mental model
- Share information during briefs, team huddles, debriefs, and transitions in care

*"Teams do not seek consensus; they seek the best answer."
—Katzenbach and Smith*

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