Objectives

- Discuss how situation monitoring affects team processes and outcomes
- List components of the STEP mnemonic
- Explain situation awareness and identify undermining conditions
- Define a shared mental model and how it is cultivated within a team
Situation Monitoring

Situation Monitoring

• Ensures new or changing information is identified for communication and decision-making
• Leads to effective support of fellow team members

A Continuous Process

Components of Situation Monitoring:

1. Situation Monitoring (Individual Skill)
2. Situation Awareness (Individual Outcome)
3. Shared Mental Model (Team Outcome)
Status of the Resident

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

Team Members

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

I'M SAFE Checklist

- Illness
- Medication
- Stress
- Alcohol and Drugs
- Fatigue
- Eating and Elimination
Situation Monitoring Exercise

Mrs. Johnson, who uses a walker, falls while trying to walk independently to her bathroom. Her head is bleeding and she has fallen directly on her hip. A nurse and a nursing assistant hear Mrs. Johnson cry for help and immediately go to her room. Nancy, the nurse, promptly assesses Mrs. Johnson. Nancy calls the nursing station and asks them to call EMS and Mrs. Johnson’s physician immediately. Nancy then directs Judy, the nursing assistant, to retrieve 4x4 gauze from the treatment cart. David, another nursing assistant, sees Judy urgently leaving Mrs. Johnson’s room and goes in to see if he can help. Upon his arrival, Nancy tells him to maintain C-spine precautions until EMS arrives. Noticing David’s confused expression, Nancy explains, “Place one hand on each side of Mrs. Johnson’s head and keep it in straight alignment with her spine.”
**Situation Awareness is…**
The state of knowing the current conditions affecting one’s work.

Includes knowing…
- Status of the resident
- Status of other team members
- Environmental conditions
- Current progress toward the goal

**Conditions That Undermine Situation Awareness**

Failure to—
- Share information with the team
- Request information from others
- Direct information to specific team members
- Include resident or family in communication
- Utilize resources fully (e.g., status board, automation)
- Maintain documentation
- Know and understand where to focus attention
- Know and understand the plan
- Inform team members the plan has changed

**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
**Shared Mental Model?**

**Situation Monitoring**

**When and How to Share?**

- **When:**
  - Briefs
  - Huddles
  - Debriefs
  - Transitions in Care

- **How:**
  - SBAR
  - Call-outs
  - Check-backs

**Practical Exercise**

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

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**TeamSTEPPS 2.0 for Long-Term Care**

**Situation Monitoring**

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**Situation Monitoring**

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**Situation Monitoring**

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**Situation Monitoring**

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**Situation Monitoring**

**What Do You See?**

- 1

**How Shared Mental Models Help Teams**

- Lead to mutual understanding of situation
- Lead to more effective communication
- Enable back-up behaviors
- Help ensure understanding of each other’s roles and how they interplay
- Enable better prediction and anticipation of team needs
- Create commonality of effort and purpose

**Tools & Strategies Summary**

**BARRIERS**
- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Overzealous
- Varying Communication Styles
- Conflict
- Lack of Coordination and Coordination With Coworkers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

**TOOLS and STRATEGIES**

- Communication
  - SBAR
  - Call-Out
  - Check-Back
  - Handoff
- Leading Teams
  - Brief
  - Huddle
  - Debrief
- Situation Monitoring
  - STEP
  - I’M SAFE

**OUTCOMES**
- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- Resident Safety!!

**BARRIERS**

- Conventional Thinking
- Overzealous
- Varying Communication Styles
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Applying TeamSTEPPS Exercise

1. Is your teamwork issue related to the team’s or individuals’ skill at monitoring the situation?
2. If yes, what is the situation monitoring issue?
3. Which situation monitoring tools and/or strategies might you consider implementing to address the issue?