Situation Monitoring

“Attention to detail is one of the most important details ...”

–Author Unknown
A Continuous Process

- Situation Monitoring (Individual Skill)
- Situation Awareness (Individual Outcome)
- Shared Mental Model (Team Outcome)
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 patient
- Includes cross monitoring

...*Remember, engage the patient whenever possible.*
TeamSTEPPS™

WHODUNNIT?
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)*
Cross Monitoring

SVT...180 bpm...
...pressure...98...50

mmm...might need the crash cart???
Components of Situation Monitoring:

- Status of the Patient
- Team Members
- Environment
- Progress Toward Goal
Status of the Patient

- Patient History
- Vital Signs
- Medications
- Physical Exam
- Plan of Care
- Psychosocial Condition
Situational Awareness and Status of the Patient
Team Members

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

- Facility Information
- Administrative Information
- Human Resources
- Triage Acuity
- Equipment
Progress Toward Goal

- Status of team’s patient(s)?
- Goal of team?
- Tasks/actions that are completed or that need to be done?
- Plan still appropriate?
Situation Monitoring

- 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
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 patients
- Understanding the operational issues affecting the team
- Maintaining mindfulness
Shared Mental Model??
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.”
What Do You See?
When to Share?

- Briefs
- Huddles
- Debriefs
- Transitions in Care

... Share information as soon as possible when a change occurs in the patient’s status.
## Team Effectiveness

### BARRIERS

- Hierarchical Culture
- Lack of Resources or Information
- Ineffective Communication
- Conflict
- Time
- Distractions
- Workload
- Fatigue
- Misinterpretation of Data
- Failure to Share Information

### TOOLS and STRATEGIES

- Brief
- Huddle
- Debrief
- STEP
- Cross Monitoring

### OUTCOMES

- Situation Awareness
- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
Teamwork Actions

- Conduct team exercises to increase situation monitoring skills
- Share information in a timely fashion
- Include patient and/or family in communication
- Use cross monitoring
- Utilize resources fully (e.g., status board, automation)
- 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