



SITUATIONAL AWARENESS

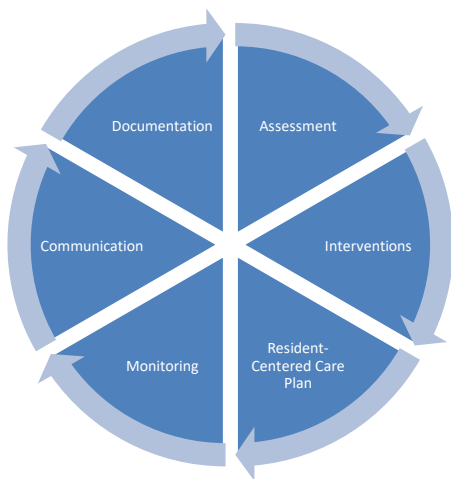
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► What is Situational Awareness?

Situational Awareness is defined as the state of knowing the conditions that affect one's work. Situational awareness is a dynamic state of awareness for individual care team members and the team.
Source – Agency for Healthcare Research and Quality. TeamSTEPS® for Long Term Care

► Why is Situational Awareness Important for Healthcare Teams?

Situational Awareness is an individual and team state of awareness that includes observing and communicating critical information about the resident, team, environment, and overall team plan for providing safe and effective care delivery.



► What is the Impact of Proactive Risk Assessments on Situational Awareness?

A team that is Situationally Aware is proactively assessing risk and safety needs and adjusting care delivery to reduce resident and staff risk, enhance quality of care and reduce team stress and workload.

►► “STEP” Process of TeamSTEPPS®

How Can STEP Support Situational Awareness?

STEP is a four-step process for assessing and managing risk and safety for the team. The STEP in TeamSTEPPS® stands for:

- Status of the Resident
- Status of the Team
- Status of the Environment
- Status of the Plan for the Team to Deliver Safe Resident Care

• Source – TeamSTEPPS® 2.0 for Long-Term Care
<https://www.ahrq.gov/teamstepps/longtermcare/index.html>



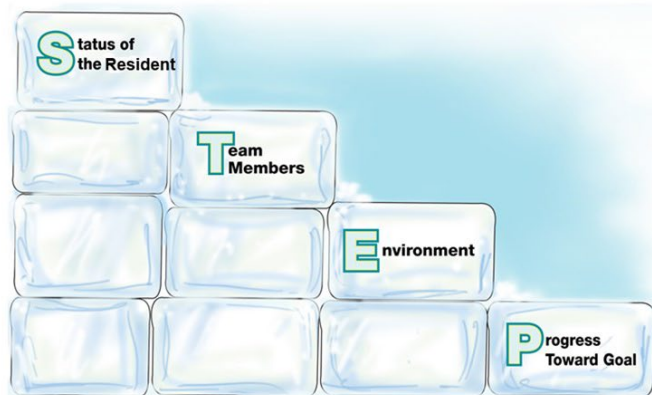
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►► Components of Status of The Resident

Situational Awareness begins with having complete information regarding resident status at the time of hand-off communication. Daily opportunities include daily stand-up meetings, shift report and morning briefs or huddles.

STATUS OF THE RESIDENT

- Resident Safety Status
- Resident Clinical Status
 - Vital Signs
 - Medications
 - Physical Exam
 - Plan of Care
- Resident Psychosocial Status
- Safety Reminders



TeamSTEPPS® 2.0 for Long-Term Care. Agency for Healthcare Research and Quality, Rockville, MD
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Source – Agency for Healthcare Research and Quality. TeamSTEPPS® for Long Term Care

►► Structured Shift Report

A Structured Shift Reporting Process Supports Team Situational Awareness of Resident Status

►► Components of a Structured Shift Report Include:

<p>Understanding the Current Status of Resident Safety (including, but not limited to):</p> <ul style="list-style-type: none"> • Mobility Changes/Fall Risk • Skin Injury Risk • Observed Behaviors That Pose a Safety Risk (e.g., wandering, restless, not using their safety equipment, confusion, aggression, talking about going somewhere - home, to work, etc.) • Other 	<p>Understanding Current Emotional/Social Needs:</p> <ul style="list-style-type: none"> • Complaints • Depression/Sadness/Withdrawn • Angry • Declining Care • Good News/Bad News • Suicidal Thoughts/Actions • Special Day
<p>Understanding Current Clinical Condition Changes:</p> <ul style="list-style-type: none"> • Vital signs • Nutrition/Hydration • Elimination changes (urine, stool) • Abnormal lab work including blood sugar • Pain • Medication response (e.g., effectiveness, reactions, side-effects) • Respiratory/cardiac changes • Gastrointestinal changes (e.g., nausea, vomiting, diarrhea) • Skin changes • Behavior/cognition changes • Weakness/fatigue • Other 	<p>Family Communication:</p> <ul style="list-style-type: none"> • Phone • Visited facility today <p>New Orders:</p> <ul style="list-style-type: none"> • Medications • Treatments • Diagnostic Testing

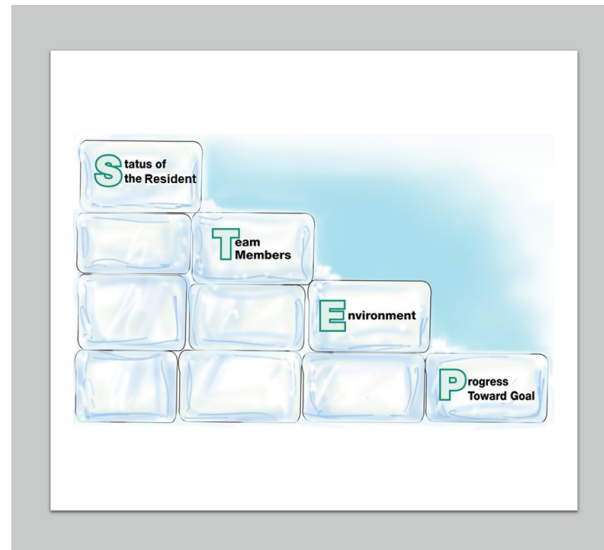
► Status of the Team

Teams are dynamic and often include full time, part time and temporary or agency staff members with varying levels of experience and skills. A well-functioning team recognizes these daily variations and provides support to ensure that the plan for safe and effective resident care delivery is occurring.

Team Members

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

TeamSTEPPS® 2.0 for Long-Term Care. Agency for Healthcare Research and Quality, Rockville, MD.
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► Red, Green, and Yellow Team Status

A team on green status is meeting the goals of care delivery for the shift including medications, treatments, emotional and social support for residents and appropriate clinical monitoring of changes in resident condition.

An Individual or team on yellow is **potentially not meeting** the clinical, safety and emotional/social needs of all residents due to extenuating circumstances, lack of structured communication, available staffing and/or an adverse event or change in resident condition that is requiring additional resources.

An individual or team on red is **most likely not meeting** all of the clinical, safety, and emotional/social needs of all residents due to extenuating circumstances, lack of structured communication, available staffing and/or an adverse event or change in resident condition that is requiring additional resources.



A team providing Mutual Support will be able to recognize the dynamic status of teamwork and adjust care delivery to support team members and the needs the residents and family members.

Source – Agency for Healthcare Research and Quality. TeamSTEPPS® for Long Term Care

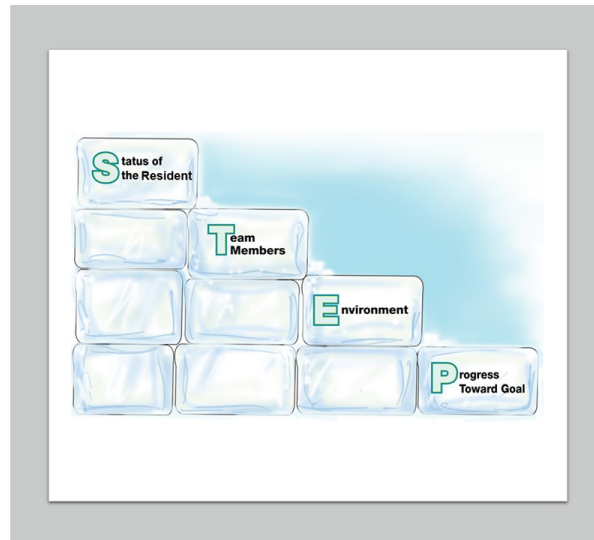
► Status of the Environment

A situationally aware team assesses and manages resources, including the thoughtful delegation of work assignments. One example would be a coordinated staggering of the timing of admissions and discharges.

Environment

- Facility/Building Information
- Resident Care – Admissions, Discharges, Transfers
- New Protocols (e.g., infection prevention/control)
- Equipment

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► Progress Toward the Care Delivery Goal

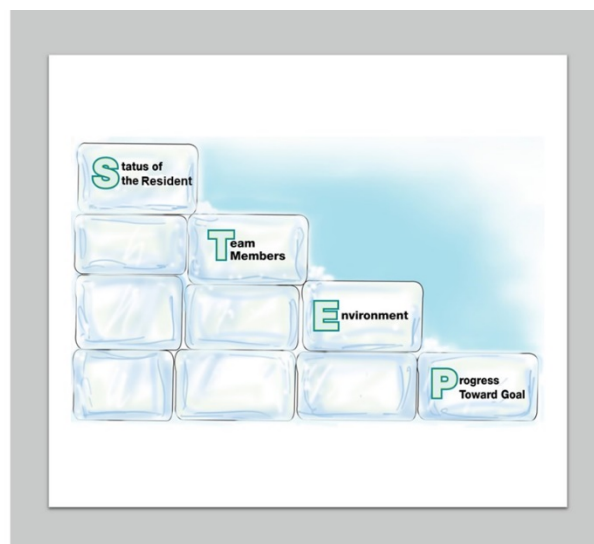
A team that is situationally aware is proactively assessing risk and safety needs and adjusting care delivery to support resident care needs. Examples include:

- Status of the team’s residents
- Tasks/actions that are completed
- Tasks/actions not completed
- Plan still appropriate (e.g., a resident has fallen and sustained significant injury, do assignments need to be readjusted while that resident is cared for to support the other residents assigned to that team member?)
- Communication needed

Progress Toward Goal

- Status of Team’s Resident(s)
- Goal of Team
- Tasks/Actions That Are or Need To Be Completed
- Plan Still Appropriate

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► Situational Awareness Is A Dynamic Process

Situational Awareness is a dynamic process of listening, observing and communicating key information about the residents, team, environment and the plan for care delivery. Situational Awareness is a teachable/learnable skill that is developed through critical thinking scenarios and daily team conversations about care delivery.



► Situational Awareness Training

For information about Situational Awareness training at your facility, please contact Cyndi Siders, Executive Consultant for Vaaler Insurance at csiders@vaaler.com



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