

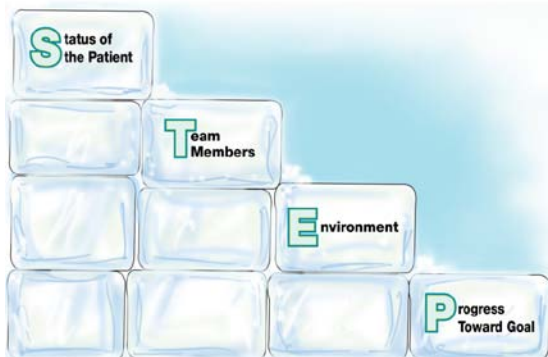
SITUATION MONITORING

Cross Monitoring

Cross monitoring is the 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 to give feedback during task execution

STEP



Resources

This pamphlet is provided by Ohio KePRO, Ohio’s Medicare Quality Improvement Organization. For more quality improvement tools and resources, contact your Ohio KePRO quality improvement specialist, or visit www.ohiokepro.com.

For more information on TeamSTEPS, visit the Agency for Healthcare Research and Quality (<http://teamstepps.ahrq.gov>) or U.S. Department of Defense TRICARE Management Activity, Patient Safety Program (<http://dodpatientsafety.usuhs.mil>) Web sites.

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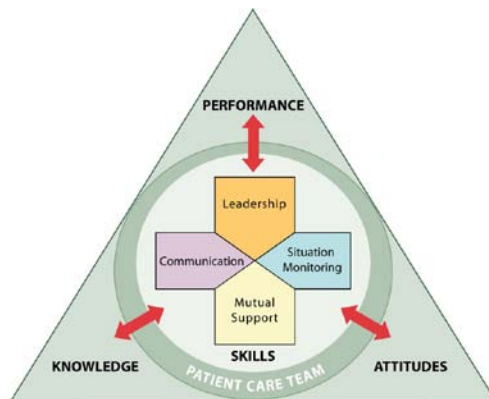


- **Situation Monitoring**
- **Shared Mental Model**
- **Cross Monitoring**

Situation Monitoring Defined

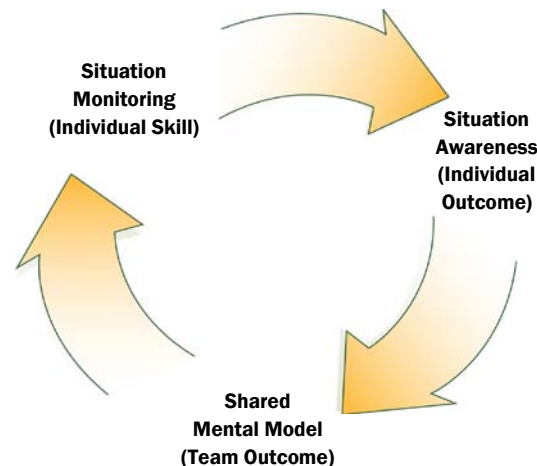
Situation Monitoring is a key component of the teamwork process; it is intimately linked to the other three essential elements of teamwork:

- **Leadership** – Because situation monitoring concerns the willingness and ability to continually monitor situations and share this awareness with team members, it is enhanced by leaders who encourage and role model supportive behaviors.
- **Knowledge** – Accurate knowledge of other team members' responsibilities allows anticipation of their needs as well as mutual support.
- **Communication** – Communication allows for the sharing of new and emerging information with other team members to retain a shared mental model.



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.



Situation Awareness is a continuous process of actively scanning behaviors and actions to assess elements of the situation or environment. It is an individual skill that:

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

Shared Mental Model

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.

