

Observational and action-based tool for Non-Technical Skills monitoring

KEY PRINCIPALS	ELEMENTS	ACTIONS		
Communication	Situation Awareness	Know the environment	Identifying resources	
			Checking material/equipment location	
			Checking procedures/protocols	
		Gather information	Patient	Asking questions/Checking patient history
				Checking monitors/Asking questions about vital signs/Asking for updates on patient condition
				Looking at charts/records/test results
		Team members	Physical examination of patient	
		Environment	Looking at what other members are doing (cross monitoring)	
			Looking around the room	
		Interpret information	Looking at exams and pointing out relevant areas	
			Verbalizing significance of information	
		Project and anticipate future states	Listing verbally potential outcomes/risks	
			Sharing contingency plans with team members	
	Interaction/ Cooperation	Exchange information	Verbalizing roles and responsibilities, including context and intent, if relevant	
			Asking/making suggestions to team members	
			Using/offering cognitive aids (e.g. protocols, algorithms)	
			Speaking aloud relevant information (e.g results from tests, update on patient condition, critical situations)	
			Speaking up about unsafe behavior or incorrect decisions	
Task management		Asking/offering assistance in tasks		
		Shifting roles to address urgent/unexpected events		
			Controlling/avoiding interruptions/distractions	
Support others		Asking questions about team members condition (physical/emotional)		
	Conflict solving			
		Providing verbal positive reinforcement/ encouragement		
Leadership	Plan and prioritize	Verbalizing plan steps/next stages of intervention		
		Verbally assigning tasks according to urgency criteria		
		Informing/checking time frames		
		Verbalizing changes in plan		
	Manage workload and resources	Requesting external assistance/equipment, if needed		
		Using all available resources		
		Confirming verbally competences/capabilities, if needed		
		Verbalizing changes in team members role/task		
		Verbalizing changes in leader or shared leadership		
			Providing/maintain standards	
	Decision making <i>Actions must be sequential</i>	Verbalizing the problem		
		Gathering options from team members		
Considering options, stating and explaining the choice				
		Reviewing the outcome		

Effective communication strategies

Types	
Verbal	Using adequate tone, speed and volume
	Applying adequate language content (avoiding jargon)
Non-verbal	Using an open and approachable body posture
	Facing speaker
	Using direct eye contact
	Walking closer/touching when addressing team member

Strategies	
iSBAR	Identification: "Who am I? Where I am? Who are you?"
	Situation: "What is going on with the patient?"
	Background: "What is the clinical background or context?"
	Assessment: "What do I think the problem is?"
	Recommendation and/or Request: "What do I do/need to correct it?"
Cross-checks	Verification by an alternative source of procedures/values
Closed loop	Directing and confirming orders
Directed	Using names or titles of team members when asking questions/ ordering tasks
Active listening	Avoiding interruptions
	Responding to specific content
	Asking questions to clarify understanding
	Repeating or paraphrasing
Think aloud	Verbalizing thoughts while performing a critical task
Summarizing	Reviewing steps/actions, stating relevant information
Briefing	Introducing themselves and members of the team
	Stating norms/standards
	Verbally assigning roles and responsibilities
	Summarizing case information
Debriefing	Summarizing findings
	Reflecting on positive aspects in patient care/ team performance
	Reflecting on aspects to improve in patient care/ team performance
	Stating future actions/behavior

