

## Local Interaction Patterns

## Emergent Characteristics

### Opportunities for Informal Interaction

(e.g., Chance Encounters; Rounds; spontaneous meetings)

### Avoid, Ignore, Break/Block Connection among staff

- Aloof
- Blaming
- Busy
- Communication breakdown
- Communication through others
- Communication/ Interaction lack perceived
- Criticism of others
- Do it yourself
- Do the minimum
- Don't bother the nurse
- Ignore
- Not doing tasks
- Not my job
- Omit key staff
- Passing the buck
- Scolding

### Work Environment

- Being behind
- Care planning w/o information
- "Heavy lifting"

### Individual Staff

- Dissatisfaction
- Burnout & Stress
- Exhaustion
- Frustration
- Not feeling valued

### Resident Care

- Poor quality outcomes
- Poor Safety climate