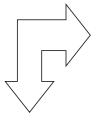


Local Interaction Patterns

Emergent Characteristics



Opportunities for Interaction

Examples:

- Chance encounters
- Rounds
- Meetings
- Shift report
- Lunch breaks

Exchange Information:

- Listen
- Give information
- Receive information
- Explain
- Verify meaning

Connect:

- Be Approachable
- Pitch-in
- Seek assistance
- Reciprocate
- Coach/Mentor
- Show appreciation
- Give respect
- Say thank you
- Give praise

Cognitive Diversity:

- Pay Attention
- Ask questions
- Give feedback
- Receive feedback
- Suggest alternatives
- Sensemaking



Work Environment

- Reciprocity
- Respect
- Teamwork
- Learning
- Better care processes (e.g., planning, decision making)

Individual Staff

- Feeling good
- Confidence
- Satisfaction

Resident Care

- Better quality
- Patient safety
- Better health outcomes
- Improved quality of life