Local Interaction Patterns

Emergent Characteristics

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

Opportunities for Informal Interaction
(e.g., Chance Encounters; Rounds; spontaneous meetings)

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