



## STAR/AR Model of Feedback

Step	Use this space to plan your conversation
<p><b>Situation/Task:</b></p> <p>Objectively describe the situation or task that was performed</p>	
<p><b>Action:</b></p> <p>Identify and objectively state the actions the novice nurse performed</p>	
<p><b>Result:</b></p> <p>Link the action to the result achieved and reinforce expected outcomes or raise awareness about a gap where the intended outcome was not achieved</p>	
<p><b>Alternative Action/ Alternative Result:</b></p> <p>Ask the novice nurse to identify how an alternative action would cause an alternative (intended) result</p> <p>Formulate a plan to achieve the intended outcome next time the skill or behavior is performed and check for agreement</p>	<p>Think about solutions you can offer if the novice nurse is not sure of the best solution but ask them to come up with their own ideas first.</p>

# STAR/AR SCRIPT

## Scenario

The novice nurse is counting while a preceptor observes. The preceptor notices that the nurse is so focused on finding the instruments on the count sheet that they are not visually confirming the count with the scrub person. The preceptor visually monitors the counts to ensure accuracy. At the end of the day when the preceptor is debriefing with the nurse, they review the situation.

Today when you were counting, I observed that your focus was on the count sheet, and you did not visualize the instruments with the surgical scrub (**situation/task**). There weren't any missing items in today's count, but a missing instrument could go unnoticed if we are not following the hospital's policy (**action/result**). Could you tell me more about what was happening this morning?

**Preceptor**

Oh, yes. It felt like I was under pressure today because the surgical scrub was naming the instruments, but it didn't align with the count sheet. I was focused on recording the instruments and keeping up, so I just did my best to write everything down.

**Novice Nurse**

Do you think there might be a different way to handle that pressure in the future (**alternative action**)?

**Preceptor**

You know, I haven't thought about that. I didn't want to make anyone mad or slow down the room, so I just did my best to keep up.

**Novice Nurse**

What if you ask the surgical scrub if you can call out the instruments and then they will count in the order on your sheet (**alternative result**)?

**Preceptor**

That would help me feel more organized and then I can also watch as they count. Wow...I feel better about this already. Thank you for helping me to see that from a different perspective.

**Novice Nurse**