**COURSE EVALUATION**

**Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS)**

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| --- | --- |
| **Location:** **Date:**  | **Rating** 1 = Poor, inadequate, did not meet, ineffective**Scale**  2 = Good, adequate, met, satisfactory, effective(circle one) 3 = Excellent, more than adequate, exceeded, very effective |

|  |  |
| --- | --- |
| **Session 001 Module I: Introduction – 50 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Describe the TeamSTEPPS training initiative 1 2 3

2. Explain your nursing home’s resident safety program 1 2 3

3. Describe the impact of errors and why they occur 1 2 3

4. Describe the TeamSTEPPS framework 1 2 3

5. State the outcomes of the TeamSTEPPS framework 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

|  |  |
| --- | --- |
| **Session 002 Module II: Team Structure – 50 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Identify the characteristics of high-performing teams 1 2 3

2. Discuss benefits of teamwork and structure 1 2 3

3. Describe components and composition of a multi-team system (e.g., Core Team,
Coordinating Team, Contingency Team, Ancillary Services, and Administration) 1 2 3

4. Understand what defines a team 1 2 3

5. Define the roles and effectiveness of team members 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

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| --- | --- |
|  | **Rating** 1 = Poor, inadequate, did not meet, ineffective**Scale**  2 = Good, adequate, met, satisfactory, effective(circle one) 3 = Excellent, more than adequate, exceeded, very effective |

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| **Session 003 Module III: Leadership – 40 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Describe different types of team leaders 1 2 3

2. Describe roles and responsibilities of an effective team leader 1 2 3

3. Describe the leader’s role in resource management 1 2 3

4. Describe the delegation process 1 2 3

5. Describe strategies for team leaders to include team huddles and debriefs 1 2 3

6. Describe how effective team leaders facilitate conflict resolution 1 2 3

7. Identify the barriers, tools, strategies, and outcomes of leadership 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

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| --- | --- |
| **Session 004 Module IV: Situation Monitoring – 45 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Define Situation Monitoring 1 2 3

2. Define Cross-Monitoring 1 2 3

3. Discuss the components of the STEP process 1 2 3

4. Define Situation Awareness (SA) and identify conditions that undermine SA 1 2 3

5. Discuss the importance of a shared mental model 1 2 3

6. Discuss when to share information 1 2 3

7. Recognize the barriers, tools, strategies, and outcomes of situation monitoring 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

|  |  |
| --- | --- |
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| **Session 005 Module V: Mutual Support – 50 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Define mutual support 1 2 3

2. Describe task assistance and the types of feedback 1 2 3

3. Describe advocacy, assertion, and the Two-Challenge rule 1 2 3

4. Discuss the “CUS” and “DESC script” techniques 1 2 3

5. Discuss common approaches to conflict resolution 1 2 3

6. List barriers, tools, strategies, and outcomes of mutual support 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

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| --- | --- |
| **Session 006 Module VI Communication – 45 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Describe the importance of communication 1 2 3

2. Recognize the connection between communication and medical error 1 2 3

3. Define communication and discuss the standards of effective communication 1 2 3

4. Describe strategies for information exchange 1 2 3

5. Identify barriers, tools, strategies, and outcomes to communication 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

|  |  |
| --- | --- |
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| **Session 007 Module VII: Summary—Putting It All Together – 45 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Discuss how to use the tools and strategies presented in this training 1 2 3

2. Demonstrate how to appropriately apply the tools and strategies to real-life situations 1 2 3

3. Practice using tools and strategies for overcoming barriers to team effectiveness 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

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| **Session 008 Change Management: How to Achieve a Culture of Safety – 135 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Identify and discuss the Eight Steps of Change 1 2 3

2. Describe the actions required to set the stage for organizational change 1 2 3

3. Identify ways to empower team members to change 1 2 3

4. Discuss what is involved in creating a new culture 1 2 3

5. Begin planning for the change in the nursing home 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

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| --- | --- |
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| **Session 009 Coaching Workshop – 65 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. State how team members’ knowledge, skills, and attitudes are developed 1 2 3

2. Describe the characteristics of an effective coach 1 2 3

3. Assess coaching strengths and areas for improvement 1 2 3

4. Identify the results of good coaching 1 2 3

5. Demonstrate and evaluate coaching competencies 1 2 3

6. Describe how to implement a coaching strategy 1 2 3

7. Demonstrate effective coaching in a role-play scenario. 1 2 3

8. Define the basic coaching process 1 2 3

9. Discuss the characteristics of an effective coach 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

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| **Session 010 Implementation Workshop– 180 minutes**  |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Discuss our facility or department’s implementation plan. 1 2 3

2. Identify at least two additional members for the change team. 1 2 3

3. Discuss additional resources needed for implementation. 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

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| --- | --- |
| **Session 011 Practice Teaching Session – 330 minutes** |  |
| Instructor Name:  | **Poor** | **Good** | **Excellent** |

To what extent was the speaker knowledgeable, organized, & effective in his/her presentation? 1 2 3

*To what extent did you achieve the objective(s) of this session?*

1. Demonstrate teaching one module from the TeamSTEPPS Training
Course. 1 2 3

2. Discuss areas to improve the delivery of the content. 1 2 3

To what extent were the teaching methods and aids used effectively? 1 2 3

Comments:

**Rate the following:**

The activity:

 Was well organized, using the scheduled time efficiently. [ ]  Agree [ ]  Neutral [ ]  Disagree

 Provided practical, useful information. [ ]  Agree [ ]  Neutral [ ]  Disagree

 Kept my interest and made it easy to learn. [ ]  Agree [ ]  Neutral [ ]  Disagree

 Was up to date in terms of current practice and issues. [ ]  Agree [ ]  Neutral [ ]  Disagree**Please respond to the following questions regarding disclosure of commercial support:**

Were you provided disclosure of significant support or substantial
financial relationships between faculty and commercial entities? [ ]  Yes [ ]  Neutral [ ]  No

Was bias in favor of a product present to the extent that the presentation
was unbalanced or represented commercial promotion? [ ]  Yes [ ]  Neutral [ ]  No

If you feel any of the presentations were unbalanced, please elaborate.

What changes will you make in your practice as a result of this activity?

How can the educational aspects of this activity be improved?

What recommendations do you have for future speakers or topics?

Additional Comments:

**COURSE EVALUATION for TeamSTEPPS Fundamentals and Essentials Courses**

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| --- | --- |
| **Location:**  | **Date:**  |
| Please provide feedback on the TeamSTEPPS training course |  |
| **Were the instructors knowledgeable, organized, & effective in their presentations?** | **Yes** | **No** | **Don’t Know** |

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| ***Comments on Instructors:*** |

***Now that you’ve completed this TeamSTEPPS course, please circle the number that best describes your ability to do the following tasks on a scale of 1 to 5 with 1 meaning “not able” and 5 meaning “very able and confident”***

1. Describe the TeamSTEPPS program 1 2 3 4 5
2. Describe how medical errors affect residents and why they occur 1 2 3 4 5
3. Explain what makes a good team 1 2 3 4 5
4. Explain how teamwork benefits the residents 1 2 3 4 5
5. Describe different types of leaders and what makes a leader effective 1 2 3 4 5
6. Describe situation monitoring 1 2 3 4 5
7. Explain mutual support 1 2 3 4 5
8. Describe the Two-Challenge rule 1 2 3 4 5
9. Define CUS and when you would use it 1 2 3 4 5
10. Name two challenges to good communication 1 2 3 4 5
11. Name two TeamSTEPPS techniques that improve communication 1 2 3 4 5
12. Use TeamSTEPPS in your daily practice 1 2 3 4 5

 ***Comments and Ideas for Future Courses***

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