TeamSTEPPS®

Team Performance Observation Tool

Date: _____
Unit: _____
Team: _____
Shift: _____

Rating Scale
(circle one)
Please comment
if 1 or 2

1 = Very Poor
2 = Poor
3 = Acceptable
4 = Good
5 = Excellent

1. Team Structure	Rating
a. Assembles a team	
b. Establishes a leader	
c. Identifies team goals and vision	
d. Assigns roles and responsibilities	
e. Holds team members accountable	
f. Actively shares information among team members	
Comments: **Overall Rating – Team Structure**	
2. Leadership	**Rating**
a. Utilizes resources efficiently to maximize team performance	
b. Balances workload within the team	
c. Delegates tasks or assignments, as appropriate	
d. Conducts briefs, huddles, and debriefs	
e. Empowers team members to speak freely and ask questions	
Comments: **Overall Rating – Leadership**	
3. Situation Monitoring	**Rating**
a. Includes resident/family in communication	
b. Cross-monitors fellow team members	
c. Applies the STEP process when monitoring the situation	
d. Fosters communication to ensure team members have a shared mental model	
Comments: **Overall Rating – Situation Monitoring**	
4. Mutual Support	**Rating**
a. Provides task-related support	
b. Provides timely and constructive feedback to team members	
c. Effectively advocates for the resident	
d. Uses the Two-Challenge rule, CUS, and DESC script to resolve conflict	
e. Collaborates with team members	
Comments: **Overall Rating – Mutual Support**	
5. Communication	**Rating**
a. Routinely provides coaching feedback to team members, when appropriate	
b. Provides brief, clear, specific and timely information to team members	
c. Seeks information from all available sources	
d. Verifies information that is communicated	
e. Uses SBAR, call-outs, check-backs, and handoff techniques to communicate effectively with team members	
Comments: **Overall Rating – Communication**	
TEAM PERFORMANCE RATING	