COURSE EVALUATION

TeamSTEPPS® for Office-Based Care

Location: _________________________________

Date: _________________________________

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

TeamSTEPPS Fundamentals

Instructor Name: _________________________________

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

To what extent did you achieve the objectives of this session?

1. Describe the impact of errors and why they occur ................................................................. 1 2 3
2. Describe the TeamSTEPPS framework .................................................................................... 1 2 3
3. Discuss the benefits of team structure in teamwork ............................................................... 1 2 3
4. Identify the role of patients and their families as part of the team ............................................ 1 2 3
5. Describe tools for leading teams, including briefs, huddles, and debriefs ............................... 1 2 3
6. Explain situation awareness and identify undermining conditions ........................................... 1 2 3
7. Define a shared mental model and how it is cultivated within a team ...................................... 1 2 3
8. Identify tools and strategies to facilitate mutual support ....................................................... 1 2 3
9. Identify tools and strategies that can improve a team’s communication ............................... 1 2 3

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

Comments: _________________________________

Summary: Putting It All Together

Instructor Name: _________________________________

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

To what extent did you achieve the objectives of this session?

1. Review the tools and principles of TeamSTEPPS ................................................................. 1 2 3
2. Review the role of the Practice Facilitator and the change team in introducing TeamSTEPPS
   in an office-based setting ............................................................................................................ 1 2 3

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

Comments: _________________________________
### Teaching and Coaching

<table>
<thead>
<tr>
<th>Instructor Name:</th>
<th>Poor</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To what extent was the speaker knowledgeable, organized, &amp; effective in his/her presentation?</strong></td>
<td>1</td>
<td>2</td>
<td>3</td>
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</table>

*To what extent did you achieve the objectives of this session?*

1. Define the role of a coach.................................................. 1 2 3
2. Identify traits and skills of effective coaches.......................... 1 2 3
3. Discuss the coaching process ............................................. 1 2 3
4. Demonstrate the use of coaching skills and techniques ............. 1 2 3
5. Use the identified skills to create an effective training program 1 2 3
6. Address teaching TeamSTEPPS tools as part of a coursework style approach where tools are divided into levels of difficulty........................................ 1 2 3

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

**Comments:**

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### Change Management

<table>
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<td>3</td>
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</tbody>
</table>

*To what extent did you achieve the objectives of this session?*

1. List the Eight Steps of Change........................................... 1 2 3
2. Identify errors common to organizational change.......................... 1 2 3
3. Discuss what is involved in creating a new culture .................... 1 2 3
4. Begin planning your organizational change strategy .................. 1 2 3

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

**Comments:**
TeamSTEPPS® for Office-Based Care

**Measurement**

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</tr>
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</table>

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

To what extent did you achieve the objectives of this session?

1. Describe the importance of measurement................................................................. 1 2 3
2. Describe the Kirkpatrick model of training evaluation......................................................... 1 2 3
3. Identify measures that can be used to assess the impact of TeamSTEPPS...................... 1 2 3
4. Describe the AHRQ Medical Office Survey on Patient Safety Culture.......................... 1 2 3
5. Prepare a plan for determining if TeamSTEPPS worked.................................................. 1 2 3

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

Comments:

**Implementation Planning**

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<th>Excellent</th>
</tr>
</thead>
</table>

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

To what extent did you achieve the objectives of this session?

1. Describe the steps involved in implementing TeamSTEPPS in an office-based setting........ 1 2 3
2. Develop a TeamSTEPPS Implementation Plan...................................................................... 1 2 3

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

Comments:
Rate the following about the overall course:

The overall course:

- Was well organized, using the scheduled time efficiently.  □ Agree  □ Neutral  □ Disagree
- Provided practical, useful information.  □ Agree  □ Neutral  □ Disagree
- Used a sequence that facilitated learning.  □ 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: |