Evaluating TeamSTEPPS for Office-Based Care Worksheet

SCENARIO

You have been asked to work with a fairly large medical office that has been struggling with its management of type 2 diabetes patients. In particular, you observed that there is a high rate of diabetic patients who are not achieving the treatment goals that have been recorded in the patients' charts. Followup visits for HbA1c testing is notoriously unreliable, and poor HbA1c control has led to serious kidney disease for some of this office's patients. Your observations of the office suggest that it has yet to develop an effective system for managing these patients, as followup visits, while ordered by the physician, often fall through the cracks. You recently met with office staff and recommended that the office adopt briefings prior to the office opening and after the office closes each day to ensure that patient followups improved.

INSTRUCTIONS

Break into small groups and use the scenario above to identify (1) one or two measures to assess whether the TeamSTEPPS intervention – briefings – transfers to the practice; and (2) one or two measures to determine if the briefings affect patient outcomes. Record your responses in the space provided.

1. Which measure or measures did you identify for assessing whether instruction about briefings transfers to this office's work environment?

2. Why did you choose the identified measures?

3. Which measure or measures did you identify for determining whether briefings affected patient outcomes?

4. Why did you choose the identified measures?