



TeamSTEPPS for Office-Based Care Knowledge Assessment

INSTRUCTIONS: For each of the following questions, please circle the letter next to the response that best answers the question.

1. When Ms. Sanchez comes into the exam room to draw a CBC and INR, as Dr. Chang has ordered, she asks the patient if he understands why she is drawing blood and tells him when to expect the results. This scenario presents an example of which of the following?
 - a. Patient engagement
 - b. Providing feedback
 - c. Using SBAR
 - d. Conducting a debrief
2. A patient comes into the office for a wellness visit, and Dr. Smith wants him to have a flu vaccination. He asks Ms. Hawkins to administer the vaccine. Which tool or strategy should be used to ensure the correct vaccine and dosage is given?
 - a. Check-back
 - b. Handoff
 - c. DESC script
 - d. Time-out
3. All of the following are important to cover during a brief, EXCEPT:
 - a. Team member roles
 - b. Patient status
 - c. Individual team member competence
 - d. Team member workload
4. All of the following are examples of ways to institutionalize change and minimize barriers to organizational change, EXCEPT:
 - a. Rewarding incremental change
 - b. Making all staff accountable
 - c. Assigning responsibilities for change actions
 - d. Expecting all staff to embrace change
5. The _____ is always at the center of the office-based team.
 - a. Physician
 - b. Practice Facilitator
 - c. Registered Nurse
 - d. Patient

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6. Nurse Jones is conducting a handoff. In doing so, it is his responsibility to do all of the following, EXCEPT:
 - a. Following up the next day to make sure that there are no questions regarding the handoff
 - b. Ensuring that the team member to whom he is handing off the patient is aware that he or she is assuming responsibility
 - c. Resolving any ambiguities before the transfer is completed
 - d. Not considering the transfer complete until the other party has acknowledged the handoff

7. When Ms. Stern walks up to the front desk to take a patient to a room, she notices that Mr. Williams, the new medical assistant, is about to attach lab results to the wrong chart. She steps in and gives the correct chart to Mr. Williams. This scenario represents an example of which of the following?
 - a. The Two-Challenge Rule
 - b. Cross-Monitoring
 - c. A Handoff
 - d. A Check-Back

8. Which one of the following is not part of the 3 I's coaching model?
 - a. "I saw this"
 - b. "I wonder why"
 - c. "I recommend that"
 - d. "I think that"

9. When should an office determine its readiness to undertake a TeamSTEPPS initiative?
 - a. During Phase II - Planning, Training, and Implementation
 - b. During Phase III – Sustainment
 - c. During Phase I – Assessment
 - d. Continually throughout the process

10. The characteristics of an effective coach include all of the following, EXCEPT:
 - a. Competence
 - b. Interpersonal skill
 - c. Clinical expertise
 - d. Influence

11. The TeamSTEPPS tools and strategies likely to require the most coaching (i.e., “300-level” tools and strategies) focus on which of the following?
 - a. Communication between physicians and nurses
 - b. Allowing individuals to see themselves as an important part of a working whole
 - c. Briefing and debriefing the team
 - d. Resolving conflict and avoiding/managing threat

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12. Effective teamwork depends on each team member doing all the following, EXCEPT:
- Adhering strictly to predefined team roles
 - Anticipating other team members' needs
 - Adjusting to other team members' actions and to changes in the environment
 - Demonstrating a shared understanding of how to perform a procedure
13. A nurse corrects a misstatement made by the physician, but the physician ignores the correction. What should the nurse do in this situation?
- Forget about the incident because the physician knows best.
 - Voice his or her concern a second time, more forcefully, to ensure the correction is heard.
 - Write up the physician using the online reporting system.
 - Arrange a meeting with the physician's supervisor to report the incident.
14. On the job, when individuals have the opportunity to use the tools and strategies they learned in training, the success of which of the following is affected?
- Training quality
 - Training content
 - Training transfer
 - Training development
15. When implementing change, identifying what you want to achieve and where you want to be in the future are important aspects of which of the Eight Steps of Change?
- Creating a sense of urgency
 - Developing the change vision and strategy
 - Communicating for understanding and buy-in
 - Pulling together the Guiding Team
16. Some Practice Facilitators work with multiple offices. Which training strategy is the BEST one for them to use?
- Conduct a single, combined training session for all practices, rather than individual sessions for each practice.
 - Create one basic implementation plan to use across all practices.
 - Train one individual to serve as a backup for the Practice Facilitator.
 - Train one individual from each practice to serve as a Master Trainer for that practice.
17. Briefs, Huddles, and Debriefs are examples of tools that facilitate:
- Resource management across teams
 - Information sharing
 - "Stop the line" techniques
 - Conflict resolution

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18. Which teamwork skill facilitates task assistance by enabling team members to anticipate patients' needs, as well as other team members' needs?
- Leadership
 - Conflict resolution
 - Debriefing
 - Situation monitoring
19. Which of the following statements about coaching is FALSE?
- Coaching is providing guidance, feedback, and direction to ensure successful performance.
 - Coaching focuses more on group behavior than on individual behavior.
 - Coaching involves supporting someone else to achieve personal and professional goals.
 - Coaching is an ongoing activity.
20. By monitoring the situation a team member is less likely to:
- Need the team on an ongoing basis.
 - Experience preventable errors.
 - Focus attention on the patient.
 - Adapt quickly to changes.



TeamSTEPPS for Office-Based Care Knowledge Assessment – Answer Key

The table below presents the best answer to each question and links each question to information in the TeamSTEPPS for Office-Based Care curriculum.

Q	A	Link to TeamSTEPPS for Office-Based Care Concept or Teamwork Skill
1	A	Patient- and family-centered care
2	A	Communication
3	C	Team leadership
4	D	Change management
5	D	Team structure
6	A	Communication
7	B	Situation monitoring
8	C	Coaching
9	C	Implementation planning
10	C	Coaching
11	D	Coaching
12	A	Importance of teamwork
13	B	Mutual support
14	C	Measuring the effectiveness of TeamSTEPPS
15	B	Change management
16	D	Role of the Practice Facilitator
17	B	Team leadership
18	D	Mutual support
19	B	Coaching
20	B	Situation monitoring