TeamSTEPPS® Team Assessment Tool for Improving Diagnosis – *Instructions*

How to use this Team Assessment Tool

This tool assesses the maturity level of your healthcare setting in five critical teamwork domains: Team Structure, Communication, Leadership, Situation Monitoring, and Mutual Support. It can help identify strengths and opportunities to increase teamwork, set priorities, develop action plans, and enhance communication for diagnostic improvement.

This tool should be **completed individually by all members in your setting after Module 1:** Introduction of TeamSTEPPS for Diagnosis Improvement Course. The survey should be administered **anonymously** and can be done via paper-based or electronic administration.

1. **All *individual* team members will complete the self-assessment ratings.**

    a. **Step 1: Rate each question.** For each question, select a number that best describes how often the behavior occurs in your setting. Each question has a point range of 0 to 5 (0 points = Never and 5 points = Always).

    b. **Step 2: Add your ratings.** Add your Overall Ratings into a Summary Score at the end of the assessment; the range is from 0 to 125 points.

2. **The *course facilitators* will identify strengths and opportunities to improve.**

    a. **Create an average Summary Score.** From the results of all the assessments completed in your setting, calculate the average Summary Score by adding the Overall Rating of each domain. (Detailed instructions are on Page 4 below).

    b. **Set priorities.** Using the results of all domains, select specific areas on which to focus your setting's improvement efforts.

    c. **Assess your improvement over time.** Readminister this assessment periodically to prioritize and guide initiatives in the five critical teamwork domains, with safer diagnoses as an overarching objective.

Agency for Healthcare Research and Quality

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Adapted from TeamSTEPPS Performance Observation Tool

Rating: Select a number that fits your setting on a scale of **0 = Never to 5 = Always** for each question.

Overall Rating: Add your Ratings together for each domain.

Summary Score: Add your Overall Rating for each domain into a total score at the end.

Team Structure (understanding the team structures that support a **diagnostic team**)

	Rating
a. Each team member can identify all *members of a diagnostic team* (e.g., patients, families, providers, radiology and lab personnel, other staff, and support services).	
b. All team members recognize the *roles and responsibilities* of each member of the diagnostic team.	
c. Team members use *defined communication tools* (e.g., SBAR, call-outs, check-backs, and handoff techniques) to facilitate the diagnostic process.	
d. Team members use *daily/weekly huddles and briefs* to stay informed, address issues, share unexpected events, and celebrate successes throughout the diagnostic process.	
e. Team members *appropriately use all available* methods of diagnostic communication (e.g., electronic health record, face-to-face communication).	
Comments:	
Overall Rating – Team Structure Domain	

Communication (team engagement in setting **goals and using standard communication tools**)

	Rating
a. Team members *actively exchange information* (e.g., brief, clear, specific, timely, communication, confirmed by check-backs) that supports effective communication in the diagnostic process.	
b. Team members work collaboratively with other members and *access information* (e.g., EHR) when needed, to inform the diagnostic process.	
c. Team members within our setting hold one another accountable for using *structured communication tools* (e.g., SBAR, call-outs, check-backs, handoff techniques) to facilitate communication.	
d. When communicating with external team specialists, providers and staff consistently use *structured referral tools* e.g., check-backs, handoff techniques).	
e. *Reflective practice* (e.g., ask, listen, act) is used consistently in the diagnostic process during interactions (e.g., patient-provider, provider-provider, provider-staff).	
Comments:	
Overall Rating – Communication Domain	

Leadership (role of leadership in supporting **effective team communication**)

	Rating
a. Leaders *ensure all team members understand the goals and vision* for effective communication in the diagnostic process (e.g., patient goals, shared model for plan of care) and hold each other accountable (e.g., use metrics for tracking improvement, debriefs, huddles).	
b. Leaders *provide resources* for the diagnostic team to effectively facilitate communication both internally and externally.	
c. Leaders support *balances workload* within the team and delegate tasks consistent with roles and responsibilities of team members.	
d. Leaders *act as a liaisons* for resolving team issues, system issues, and any breakdown in communication.	
e. Leaders *set expectations for participation* in effective communication practices (e.g., briefs, huddles, debriefs) in the diagnostic process.	
f. Leaders reinforce good practices by *celebrating diagnostic team successes.*	
g. Leaders *model* teamwork behaviors.	
Comments:	
Overall Rating – Leadership Domain	

Situation Monitoring (the team's ability for **self-assessment** to improve communication processes)

	Rating
a. Team members *routinely assess* communication practices to identify opportunities for improvement (e.g., this survey tool, debriefing events, safety culture surveys).	
b. Team members regularly *review systems* intended to support the diagnostic process (e.g., scheduling, test results, consultations) for gaps and improvement opportunities.	
c. Team members have a systematic process in place to capture and *learn from near-misses and no-harm adverse events* that occur because of communication gaps.	
d. Team members *establish goals, share* with diagnostic team, and implement *action plans* after assessments.	
Comments:	
Overall Rating – Situation Monitoring Domain	

Mutual Support (**supporting each other's efforts and resolving challenges** and conflict)

|	Rating
a. Team members are held accountable for *proactively assisting* each other in the diagnostic process (e.g., catching and correcting communication failures, providing task assistance).	
b. Team members freely *provide timely and constructive feedback* to each other to improve the diagnostic process.	
c. Team members feel *safe raising issues*, sharing concerns, and advocating for patient needs.	
d. Team members attempt to *resolve conflicts* using structured communication tools (e.g., Assertive Statements, Two-Challenge Rule, DESC Script).	
Comments:	
Overall Rating – Mutual Support Domain	

Summary Score	

How to interpret and use the results from this Team Assessment Tool

a. **Create a setting-average Summary Score.** From the results of all assessments completed in your setting, calculate the average Summary Score for your setting. First, for each assessment completed, add each of the Overall Ratings domains (Team Structure, Communication, Leadership, Situation Monitoring, and Mutual Support) together to generate a Summary Score (A). Second, add the Summary Scores (A) from all the completed assessments together, and divide that number by the total count of assessments completed (B), which will determine the diagnostic maturity level of your setting (A/B =Maturity Level).

Based on your setting average Summary Score, your team will fall on a maturity level scale ranging from 0 to 125 points: **0-31 = Developing Level, 32-63 = Implementing Level, 64-94 = Refining and Standardizing Level, 95-125 = Optimizing Level.** This scale provides an approximate sense of where your setting lies on the journey of maturing teamwork capabilities to support safe diagnosis.

On this probability scale, determine the maturity level of your setting:

0	31	63	94	125
Developing	Implementing	Refining and standardizing	Optimizing	
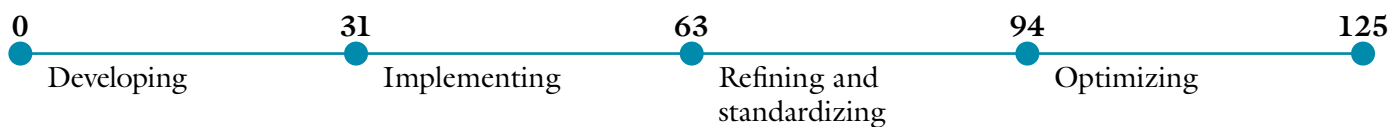
b. **Set priorities. Identify strengths and opportunities to improve** teamwork by looking at the highest and lowest scores across individual domains, use this information to set priorities, and develop action plans to improve your diagnostic maturity. What are the highest scoring domains? Lowest scoring domains? What are the highest and lowest scoring questions within each domain? Do team members in your setting have consistent or inconsistent ratings in these domains?

Share the results across your setting and invite discussion to decide where you have the strongest teamwork during diagnosis and where you have the most room to improve.

Decide on specific items on which to focus your improvement efforts with your diagnostic team.

Each of the five critical teamwork domains of Team Structure, Communication, Leadership, Situation Monitoring, and Mutual Support of this Team Assessment Tool links directly to a TeamSTEPPS for Diagnosis Improvement module. You can find practical communication approaches, teamwork tools, and strategies for improving the diagnostic process in each area in the modules. Implement your action plan guided by the modules.

c. **Assess your improvement over time. Revisit this tool** (e.g., quarterly, semiannually, yearly) to guide your improvement in each teamwork for diagnosis improvement domain over time and set new goals with safer diagnoses as a long-term objective. Repeat the steps above. Reflect with your team: Are your strengths consistent? Are you making progress on your improvement opportunities? Has your average Summary Score improved in the diagnostic teamwork area on which you have focused? Do you have a long-term plan to ensure all five critical diagnostic teamwork domains are completed and scored?