TeamSTEPPS Pre- and Post-Training Knowledge Assessment
(Answer key and psychometric properties available upon request from Katherine Jones at kjonesj@unmc.edu)

Last 4 SSN ____________

Directions: Please circle the ONE best answer.

1. Complacency, task fixation, and strength of an idea are best described as...
   a. Don't Know
   b. Characteristics of workers who need supervision
   c. Human factors that predispose individuals to make errors
   d. Characteristics of novices who make errors
   e. Human factors that increase with fatigue and then cause errors
   f. Characteristics of risk taking behaviors

2. Which one of the following tools allows team members to assign roles and establish expectations?
   a. Don't Know
   b. Check-back
   c. Debrief
   d. Huddle
   e. Brief
   f. Callout

3. STEP provides a structured framework for team members to monitor situations in the delivery of
   health care and stands for …
   a. Don't Know
   b. Situation, Time, Event, Plan
   c. Status of the patient, Tests, Equipment, Plan
   d. Situation, Team members, Equipment, Plan
   e. Status of the patient, Team members, Environment, Progress toward goal
   f. Safety, Teamwork, Environment, Performance

4. TeamSTEPPS is composed of four core teachable-learnable skills. These four skills include:
   a. Don't Know
   b. Mutual support, coaching, communication, problem-solving
   c. Leadership, SBAR, situation monitoring, hand-offs
   d. Leadership, situation monitoring, mutual support, communication
   e. Team structure, coaching, leadership, situation monitoring
   f. Coaching, leadership, communication, mutual support
5. The components of the multi-team system interact to hold each other accountable and provide safe, high quality care. These components include all of the following EXCEPT:
   a. Don't Know
   b. Core Team
   c. Administration
   d. Adjunct Team
   e. Coordinating Team
   f. Ancillary & Support Services Team

6. All of the following statements about a designated leader are true EXCEPT:
   a. Don't Know
   b. H/she is assigned to lead and organize a designated core team
   c. He/she establishes clear goals
   d. He/she facilitates open communication and teamwork among team members
   e. He/she can be any team member who has the skills to manage the situation-at-hand
   f. He/she skillfully resolves conflict

7. “I'M SAFE” is a simple checklist that should be used regularly to determine both your co-workers’ and your own ability to perform safely. All of the following are part of this checklist EXCEPT:
   a. Don't Know
   b. Illness
   c. Medication
   d. Skill Level
   e. Alcohol/Drugs
   f. Fatigue

8. Which statement best describes effective information exchange strategies?
   a. Don't Know
   b. They are brief, clear, timely, and complete to avoid wasting time answering followup questions
   c. They are intuitive and common sense
   d. They should use a structured framework to set expectations for what will be communicated
   e. The meaning of the message primarily depends upon the words; and to a lesser degree on tone and body language
   f. They should be flexible and adaptable to meet the needs of different disciplines
9. A physical therapist (PT) is serving as a TeamSTEPPS coach in a rehabilitation center. She observes that many of the therapists and PT assistants are not conducting handoffs to the PTs and PTAs who treat patients on the weekend. What is the best strategy that the coach should use to address this situation?
   a. Don't Know
   b. Write a reminder to conduct a handoff on the department whiteboard
   c. Speak with the manager of the department
   d. Email each therapist individually
   e. Provide verbal feedback to the therapists and assistants during their morning brief
   f. Discuss the problem in the next staff meeting

10. What is the most important component of building an effective team structure?
   a. Don’t Know
   b. Communicating a clear goal
   c. Creating effective interpersonal relationships
   d. Designating a competent leader
   e. Clarifying roles and responsibilities
   f. Holding team members accountable

11. Which of the following statements best describes briefs, huddles, and debriefs?
   a. Don't Know
   b. They are situation monitoring strategies used to create situation awareness
   c. They are leadership strategies that structure team events for planning and learning
   d. They are mutual support strategies used to resolve information conflict
   e. They are communication strategies used to structure information exchange
   f. They are team strategies that are used by situational leaders

12. All of the following statements about a shared mental model are true EXCEPT:
   a. Don't Know
   b. Shared mental models are the product of a continuous process
   c. Shared mental models require individuals to monitor what is going on around them
   d. Shared mental models are a leadership strategy
   e. Shared mental models require individuals to be aware of the conditions that affect their work
   f. Shared mental models require individuals to share information from situation monitoring with other team members
13. Which one of the following tools allow any team member to speak up to those with more authority without provoking a conflict or confrontation?
   a. Don’t Know
   b. Call-Out
   c. Check-Back
   d. Handoff
   e. CUS
   f. I PASS THE BATON

14. SBAR provides a structured framework for communication among team members and stands for …
   a. Don’t Know
   b. Situation, Background, Action, Recommendation
   c. Status, Background, Action, Recommendation
   d. Situation, Background, Assessment, Recommendation
   e. Setting, Background, Action, Results
   f. Situation, Behavior, Assessment, Results

15. Which of the following statements best describes the role of coaching in team training?
   a. Don’t Know
   b. Establishes clear roles, responsibilities, and team goals
   c. Effectively manages resources
   d. Reinforces team behaviors through feedback and role modeling
   e. Establishes situation awareness
   f. Reinforces a shared mental model of team skills

16. The following statements all describe mutual support EXCEPT:
   a. Don’t Know
   b. Mutual support is the same thing as backup behavior
   c. Mutual support is a communication strategy achieved by using SBAR
   d. Mutual support is derived from situation monitoring
   e. Mutual support is the ability to anticipate other team members’ needs
   f. Providing mutual support can require conflict resolution
17. All of the following statements about conflict resolution in healthcare are true EXCEPT:
   a. Don't Know
   b. It is important to identify which party is correct
   c. Personal conflicts can affect patient care
   d. Advocating for the patient can result in conflict
   e. The Two Challenge Rule or CUS can be used to resolve information conflicts
   f. Resolving conflict can prevent harm to patients

18. All of the following statements about handoffs are true EXCEPT:
   a. Don't Know
   b. A handoff is a form of closed-loop communication
   c. A handoff is the transfer of information and knowledge during transitions in care
   d. SBAR is the best tool to structure a handoff
   e. A handoff involves the transfer of responsibility and accountability
   f. A handoff is best done verbally

THANK YOU for helping us to evaluate the effectiveness of this training!