

TEAMSTEPPS GLOSSARY

Advocacy and Assertion – Techniques for intervening when your viewpoint does not match that of the decision-maker.

Adaptability – The ability to adjust strategies and altering a course of action in response to changing conditions (internal or external).

Brief – Discussion prior to starting that assigns essential roles, establishes expectation, anticipated outcomes, and likely contingencies.

Call Out – A tactic used to communicate critical information during an emergent event. Assists the team to anticipate and prepare for vital next steps. Information is directed to a specific individual.

Check Back – A closed loop communication strategy used to verify and validate information that has been exchanged. Both the sender and receiver are involved and there is a cyclical nature that assures information has been sent and received and understood.

Closed-Loop Communication/Information Exchange – The initiation of a message by a sender, the receipt and verbal acknowledgement of the message by the receiver, and the verification of the message by the initial sender.

Collaboration – An approach to manage conflict that results in a mutually satisfying solution that is in the patient's best interest.

Communication – The process by which information is clearly and accurately exchanged among team members.

Cross Monitoring – The process of monitoring other team member's actions against the standard or shared plan of care, for the purpose of sharing workload and reducing or avoiding errors.

CUS – Signal phrases that denote *"I am Concerned, I am Uncomfortable, This is a Safety Issue."* When spoken, all team members will understand clearly not only the issue, but the magnitude of the issue.

Debrief – Brief, informal information exchange session designed to improve team performance and effectiveness; after action review.

DESC Script – A technique for managing and resolving conflict of a personal nature.

Feedback – The transmission of evaluative or corrective information.

Handoff – The transfer of information/knowledge along with authority and responsibility among care providers at all levels of care transitions and across the continuum of care.

Huddle – Ad hoc planning to reestablish *Situation Awareness*; designed to reinforce plans already in place, and assess the need to adjust the plan.

Key Actions Include:

- Sharing concerns
- Discussing resource allocation issues
- Anticipating outcomes
- Contingency planning

Leadership – The ability to coordinate the activities of team members and teams by managing the resources available to team members and facilitating team performance by communicating plans, providing information about team performance through debriefs and providing support to team members when needed.

Multi-Team System – A system where multiple teams are responsible for various aspects of patient care, requiring coordination amongst them all to ensure quality patient care.

A multi-team system is comprised of the following teams:

Core Team – A group of caregivers who work interdependently to manage a set of assigned patients from point of assessment to disposition.

Coordinating Team – Members of a department/unit responsible for managing the operational environment that supports the Core Team.

Contingency Team – A time limited team formed for emergent or specific events and composed of members from various teams.

Ancillary Services – Primarily a service delivery team whose mission is to support the core team (e.g. lab, pharmacy).

Support Services – Primarily a service-focused team whose mission is to create efficient, safe, comfortable, and clean healthcare environments (e.g. Housekeeping).

Administration – Includes executive leadership of a unit or facility. The administration have overall responsibility and accountability for the organization. This team creates the climate and culture in which a teamwork system functions.

Mutual Support – The ability to assess and anticipate other team member's needs through accurate knowledge about their responsibilities, task load and core capabilities and in response to shift workload among member to achieve balance during high or low periods of workload or pressure.

Mutual Trust – The shared belief that team members will perform their roles and protect the interests of their teammates.

Obstacles – Human behaviors that result from both personality and attitude which prevent effective job performance. Obstacles are ever present, requiring vigilant awareness to overcome them.

Some Obstacles Include:

Complacency – When individuals and/or teams become comfortable with the most routine to the most difficult/critical tasks. Becomes a hazard when vigilance and situation awareness from the team is lost.

Excessive Professional Courtesy – Giving someone of higher rank or status too much respect or deference so that it affects the level of healthcare provided or create hesitancy to discuss deficiencies in performance.

Halo Effect – When an individual's "great" reputation or extensive experience affects the level of healthcare provided or creates hesitancy to discuss deficiencies in performance.

Hidden Agenda – When a team member makes decisions/suggestions based on information that is not transparent to the team.

High-Risk Phase – A procedure of time in which a medical mishap is likely to happen.

Passenger Syndrome – When team members abdicate responsibility for patient care because someone else is in charge.

Task (target) Fixation – A condition in which an individual's and/or team's focus on a task may impair their decision-making or make them oblivious to the "big picture". It is generally precipitated by a real or perceived pressure to perform, or by workload/stress related issues.

Performance Monitoring – The ability of team members to monitor each other's task execution and give feedback during task execution.

Shared Mental Model – An organizing knowledge structure of relevant facts and relationships about a task or situation that are commonly held by members of the team.

Situation Awareness – The ability to identify, process, and comprehend the critical elements of information about what is happening to the team with regards to the mission (plan of care). The individual knows what is going on around them and what is likely to happen next – maintaining mindfulness at all times.

Situation Monitoring – The process of actively scanning and assessing elements of the situation to gain information or maintain an accurate awareness, or understanding of the situation in which the team functions.

STEP – A tool for monitoring the following elements of the situation: STATUS of the patient, TEAM members, Environment, and Progress toward goal.

Task Assistance – A form of mutual support, this team behavior protects individual members from work overload situations that may reduce effectiveness and increase the risk of error.

Two Challenge Rule – A strategy for asserting a concern that results when clinical actions or a course of care differ from the agreed upon plan or usual procedure for the presenting event. To carry out, the Two-Challenge involves asserting the concern at least two times to ensure that it has been heard.

Example: State the concern (first challenge), and if no response or discussion occurs, rephrase the concern (second challenge) to be certain the challenge has been both heard and understood.