

**Attachment A: TeamSTEPPS 2.0 Online Post-Training Survey**

## TeamSTEPPS<sup>®</sup> 2.0 Online Post-Training Survey

### Introduction

Thank you for accessing this questionnaire, which is intended to obtain your perceptions of the Agency for Healthcare Research and Quality's (AHRQ) TeamSTEPPS<sup>®</sup> 2.0 Online Master Trainer Program. You have been invited to complete this questionnaire because you were trained as a TeamSTEPPS Master Trainer through the Online Master Trainer program.

As part of this questionnaire, you are asked to assess the usefulness of the Master Trainer Program and the concepts, tools, and strategies that make up the TeamSTEPPS curriculum. You are also asked to indicate how you have used this material, whether at your organization or while supporting other organizations.

It is important to note that this is not an evaluation of you or your progress in implementing TeamSTEPPS or your ability to share it with others. Rather, the information you provide regarding these concepts, tools, information, and resources will be used to enhance AHRQ's patient safety tools and resources, as well as future TeamSTEPPS-based initiatives. Specifically, your responses will be used to help AHRQ identify the most useful aspects of the TeamSTEPPS curriculum. Your responses will also help AHRQ identify additional support for individuals like you who are working towards improving patient safety.

This survey is authorized under 42 U.S.C. 299a. The confidentiality of your survey responses is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed outside of the Department of Health and Human Services without your consent. If needed, AHRQ may contact you in the future to request additional information about your experiences with TeamSTEPPS.

If you have any questions or comments about this questionnaire or the TeamSTEPPS evaluation effort, please contact Dr. David Baker, Executive Vice President, IMPAQ International at 443-259-5134 or [TeamSTEPPS\\_Surveys@impaqint.com](mailto:TeamSTEPPS_Surveys@impaqint.com). Additional information about AHRQ's TeamSTEPPS program can be found at <https://www.ahrq.gov/teamstepps/index.html>.

Public reporting burden for this collection of information is estimated to average 20 minutes per response, the estimated time required to complete the survey. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-0224, expires November 30, 2017) AHRQ, 5600 Fishers Lane, #07W33, Rockville, MD 20857.

## Instructions

Please carefully read each question on this questionnaire. There are five (5) primary sections:

- Master Trainer Characteristics
- Post-Master Training Activities – Overall
- Post-Master Training Activities by Concept, Tool, Strategy, or Resource
- Facilitators and Barriers to the Use of TeamSTEPPS in the Workplace
- Outcomes of Participation in TeamSTEPPS Master Training

Note that the response scale for each question will vary from section to section. For example, some questions ask you to indicate how helpful a particular TeamSTEPPS tool or strategy has been, using a response scale ranging from 'Not at all helpful' to 'Very Helpful.' Other questions ask you to respond to a given statement using a response that indicates your level of agreement (i.e., Disagree, Neutral, or Agree). Please read each question carefully and make sure that you select the response you intend.

It is not necessary to complete the survey all at once. Select "Next" at the end of each page to save your responses. You can return to make changes to the responses you have already provided or continue to complete the survey at your convenience.

## Master Trainer Characteristics

In this section, you are being asked to provide information about yourself, your organization, and your participation in the TeamSTEPPS 2.0 Online Master Trainer program. Please answer candidly. Your personal information will not be provided to any entity. All information will be reported to AHRQ on an aggregate level.

1. What is the name of your employer facility/organization?  

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2. If your facility is part of a larger healthcare system, what is the name of that larger healthcare system?  

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3. Which of the following best characterizes the organization in which you currently work? [Select one]
  - a. Academic health profession program
  - b. Public hospital
  - c. Federal government health provider
  - d. Community hospital
  - e. Children's hospital
  - f. Critical access hospital
  - g. Outpatient clinic
  - h. Quality Improvement Organization (QIO)
  - i. State health department
  - j. Hospital association
  - k. Patient safety center/commission
  - l. Risk, liability, malpractice or other Insurer

- m. Long term care facility, assisted living facility, or home health agency
  - n. Regional or state-based healthcare professional association or institution
  - o. Consulting practice or individual consultant
  - p. Other: [Fill in the blank]
4. In which state is your organization located? (If your organization is located outside of the US, please scroll to the bottom of the dropdown menu to identify your location.)  
*[STATES will be provided in a drop-down menu; the final option will read: "My organization is outside the United States (Please specify)."]*
5. What is your current job title?
- 
6. How long have you served in your current role (at your current organization)?
- a. 0-1 year
  - b. 2-5 years
  - c. 6-10 years
  - d. 11 or more years
7. In what area did you complete your professional training? [Check all that apply]
- a. Nursing
  - b. Medicine
  - c. Pharmacy
  - d. Public Health
  - e. Health Administration
  - f. Allied Health
  - g. Life Science
  - h. Other: [Fill in the blank]
8. Where did you first learn about TeamSTEPPS 2.0 Online Master Training being offered? [Select one]
- a. TeamSTEPPS.ahrq.gov website
  - b. TeamSTEPPS portal website (<http://teamsteppportal.org/>)
  - c. Another website or web search
  - d. At a conference
  - e. Webinars
  - f. Word of mouth
  - g. AHRQ publications
  - h. A talk given by a Reingold, PRIME, IMPAQ, or AHRQ representative
  - i. A talk given by a health care professional not affiliated with Reingold, PRIME, IMPAQ, or AHRQ
  - j. A professional newsletter (electronic or other format) or publication
  - k. Other: [Fill in the blank]

9. What was the reason for your participation in the TeamSTEPPS 2.0 Online Master Trainer program?  
[Check all that apply]
- a. I wanted to find out more about TeamSTEPPS.
  - b. I wanted to find out more about teamwork and team training in healthcare.
  - c. My organization had experienced a sentinel event or potential patient safety near-miss.
  - d. My organization leaders mandated my/our participation.
  - e. We would like to introduce TeamSTEPPS in our medical or nursing education.
  - f. We would like to introduce TeamSTEPPS in our in-service program.
  - g. I am/we are assisting a health provider organization improve patient safety.
  - h. I/we plan to use TeamSTEPPS as part of a research project.
  - i. Other: [Fill in the blank]
10. To what extent do you feel that the TeamSTEPPS 2.0 Online Master Trainer course prepared you to use or support others in the use of the TeamSTEPPS tools and strategies?
- a. I did not feel that the course prepared me to use or support others in the use of the tools and strategies.
  - b. I felt somewhat unprepared to use or support others in the use of the tools and strategies.
  - c. I felt somewhat prepared to use or support others in the use of the tools and strategies.
  - d. I felt very prepared to use or support others in the use of the tools and strategies.
11. To what extent do you feel that the TeamSTEPPS 2.0 Online Master Trainer course prepared you to provide TeamSTEPPS training to others?
- a. I did not feel that the course prepared me to provide training to others.
  - b. I felt somewhat unprepared to provide training to others.
  - c. I felt somewhat prepared to provide training to others.
  - d. I felt very prepared to provide training to others.

## Post-Master Training Activities - Overall

In this section, you are being asked to provide information about your TeamSTEPPS implementation and training activities since participating in the TeamSTEPPS 2.0 Online Master Trainer program.

12. Which of the following best represents your implementation of TeamSTEPPS since participating in the Master Trainer program? [Select one]<sup>1</sup>
- I/we have **implemented** TeamSTEPPS concepts, tools, or strategies in my/our unit/department/facility/organization. [Skip to Q15]
  - I/we have **supported the implementation** of TeamSTEPPS concepts, tools, or strategies in organizations that we support **as a QIO**. [Skip to Q16]
  - I/we have **supported the implementation** of TeamSTEPPS concepts, tools, or strategies in organizations that we support **as a hospital or health professional association**. [Skip to Q16]
  - I/we have **supported the implementation** of TeamSTEPPS concepts, tools, or strategies in organizations that we support **as teamwork consultants**. [Skip to Q16]
  - I/we have **supported the implementation** of TeamSTEPPS concepts, tools, or strategies in organizations that we support **as insurers**. [Skip to Q16]
  - I/we have **supported the implementation** of TeamSTEPPS concepts, tools, or strategies in organization that we support **as an entity other than a QIO, hospital or health professional association, consultant, or insurer**. [Skip to Q16]
  - I/we have **not implemented or supported the implementation** of TeamSTEPPS since participating in the training program. [Continue to Q13]
13. If you have not yet implemented or supported the implementation of TeamSTEPPS, do you intend to do so in the future?
- Yes, in the next month [Skip to Q16]
  - Yes, in the next 3 months [Skip to Q16]
  - Yes, in the next 6 months [Skip to Q16]
  - Yes, in the next 9 months [Skip to Q16]
  - Yes, in the next year [Skip to Q16]
  - No, I/we do not intend to implement or support the implementation of TeamSTEPPS [Continue to Q14]
14. If you do not intend to implement or support the implementation of TeamSTEPPS, what is the reason? [Check all that apply]
- I/we determined that our unit/department/facility/organization is not yet ready for TeamSTEPPS.
  - I/we determined that a teamwork intervention is not an appropriate way to address the issues or problems we face.
  - I/we determined, as a result of training, that TeamSTEPPS is not the appropriate intervention for our unit/department/facility/organization.
  - I/we did not secure the needed buy-in to successfully implement TeamSTEPPS.
  - I/we have not had the opportunity to support others in their TeamSTEPPS implementation.
  - Other: [Fill in the blank]  
[Upon completing Q14, end survey]

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<sup>1</sup> All respondents must answer this question, as it defines a major skip pattern in the survey. Please see the footnotes in the subsequent sections of the survey for further information.

15. Since Master Training, how have you implemented the TeamSTEPPS concepts, tools, or strategies in your unit/department/facility/organization? [Check all that apply]

- a. Across our health system or organization
- b. Across our facility but not the entire health system or organization
- c. Within several units/departments but not the entire facility
- d. Within our unit/department only
- e. None of the above
- f. Other: [Fill in the blank]

16. Since Master Training, which of the following have you accomplished in your unit/department/facility/organization or the organization(s) you have supported? [Check all that apply]

- a. I/we have created a change team to implement TeamSTEPPS concepts, tools, or strategies in the unit/department/facility/organization.
- b. I/we have defined our teamwork problem or identified an opportunity to improve teamwork using TeamSTEPPS concepts, tools, or strategies in the unit/department/facility/organization.
- c. I/we have conducted a site assessment to define the teamwork problem or opportunity for teamwork improvement.
- d. I/we have collected data using one of AHRQ's surveys of patient safety culture.
- e. I/we have defined the aim(s) of the TeamSTEPPS intervention.
- f. I/we have designed a formal implementation plan for the teamwork improvement intervention.
- g. I/we have created an action plan for implementation.
- h. I/we have briefed leadership and key personnel about the action plan.
- i. I/we have designed a TeamSTEPPS intervention.
- j. I/we have conducted TeamSTEPPS training for the intervention.
- k. I/we have implemented the TeamSTEPPS intervention in the unit/department/facility/organization.
- l. I/we have developed a plan for testing the effectiveness of the TeamSTEPPS intervention.
- m. I/we have measured the impact of the TeamSTEPPS intervention.
- n. I/we have developed a plan for continuous sustained improvement with the teamwork improvement intervention.
- o. I/we have developed a communication plan for the teamwork improvement intervention.
- p. None of the above

[For respondents who answer 'g' to Q12, upon completing Q16, their survey ends]

17. Since you attended the TeamSTEPPS 2.0 Online Master Trainer program, approximately how many persons have you trained on any of the TeamSTEPPS concepts, tools, or strategies in your organization or other organizations?
- a. None
  - b. 1-49
  - c. 50-99
  - d. 100-149
  - e. 150-199
  - f. 200-249
  - g. 250-299
  - h. 300-349
  - i. 350-399
  - j. 400-449
  - k. 450-499
  - l. 500 or more
18. How many facilities are represented in the approximate number of persons you have trained since attending the TeamSTEPPS 2.0 Online Master Trainer program?
- a. None
  - b. 1 facility
  - c. 2 to 5 facilities
  - d. 6 to 10 facilities
  - e. 11 to 15 facilities
  - f. 16 to 20 facilities
  - g. 21 to 25 facilities
  - h. More than 25 facilities

## Post-Master Training Activities by TeamSTEPPS Concept, Tool, Strategy, or Resource<sup>2</sup>

In this section, you are being asked to report on how you have used or implemented the TeamSTEPPS concepts, tools, strategies, and resources since participating in the TeamSTEPPS 2.0 Online Master Trainer program.

For each of the TeamSTEPPS concepts, tools, strategies, and resources presented, you will answer some or all of the following questions:

- Have you implemented or used each concept, tool, strategy, or resource?
  - Was each concept, tool, strategy, or resource helpful?
  - In what stage of the implementation process was the resource used?
  - Was each concept, tool, or strategy accepted by staff?
  - Is each concept, tool, or strategy still being used by staff?
  - What are the primary areas where you have implemented or used each concept, tool, strategy, or resource?
- .....

19. Have you used the following measure?

### AHRQ Surveys on Patient Safety Culture

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following measure:

### AHRQ Surveys on Patient Safety Culture

20. Was the measure helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

21. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

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<sup>2</sup> Respondents who select response 'a' to Question 12 complete this portion of the survey and skip the section that follows (i.e., Questions 132-244). Respondents who select responses 'b,' 'c,' 'd,' 'e,' or 'f' to Question 12 skip this section of the survey and begin at Question 132.

22. What are the primary areas where you have used this measure? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

23. Have you used the following resource?

**TeamSTEPPS Readiness Assessment**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following resource:

**TeamSTEPPS Readiness Assessment**

24. Was the resource helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

25. For which aspects of the implementation process was the resource used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Other: [Fill in the blank]

26. Have you used the following measure?

**TeamSTEPPS Learning Benchmarks**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following measure:

### **TeamSTEPPS Learning Benchmarks**

27. Was the measure helpful?
- Very helpful
  - Somewhat helpful
  - Not at all helpful
28. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]
- Conducting the needs analysis
  - Implementation planning
  - Training
  - Coaching
  - Evaluating impact
  - Other: [Fill in the blank]
29. What are the primary areas where you have implemented or used this measure? [CHECK ALL THAT APPLY]
- Many different facilities or units
  - Medicine (nonsurgical)
  - Surgery
  - Obstetrics
  - Pediatrics
  - Emergency Dept
  - Intensive Care Unit
  - Psychiatry/Mental Health
  - Rehabilitation
  - Pharmacy
  - Laboratory
  - Radiology
  - Anesthesiology
  - Other: [Fill in the blank]

30. Have you used the following measure?

### **TeamSTEPPS Teamwork Attitudes Questionnaire**

- Yes
- No [Skip to next concept, tool, strategy, or resource]
- Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following measure:

### **TeamSTEPPS Teamwork Attitudes Questionnaire**

31. Was the measure helpful?
- Very helpful
  - Somewhat helpful
  - Not at all helpful

32. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

33. What are the primary areas where you have implemented or used this measure? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

34. Have you used the following measure?

**Team Performance Observation Tool**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following measure:

**Team Performance Observation Tool**

35. Was the measure helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

36. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

37. What are the primary areas where you have implemented or used this measure? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

38. Have you used the following measure?

**TeamSTEPPS Teamwork Perceptions Questionnaire**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following measure:

**TeamSTEPPS Teamwork Perceptions Questionnaire**

39. Was the measure helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

40. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

41. What are the primary areas where you have implemented or used this measure? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health

- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

42. Have you used the following resource?

**Course Management Guide**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following resource:

**Course Management Guide**

43. Was the resource helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

44. Have you used the following resource?

**TeamSTEPPS Implementation Guide**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following resource:

**TeamSTEPPS Implementation Guide**

45. Was the resource helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

46. Have you implemented or used the following tool or strategy?

**SBAR**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**SBAR**

- 47. Was the tool or strategy helpful?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 48. Was the tool or strategy accepted by staff?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 49. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 50. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

51. Have you implemented or used the following tool or strategy?

**Call-out**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Call-out**

- 52. Was the tool or strategy helpful?
  - a. Very helpful

- b. Somewhat helpful
- c. Not at all helpful

53. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

54. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

55. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

56. Have you implemented or used the following tool or strategy?

**Check-back**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Check-back**

57. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

58. Was the tool or strategy accepted by staff?
- Very much accepted
  - Somewhat accepted
  - Not at all accepted
59. Is the tool or strategy still being used by staff?
- Very often
  - Occasionally
  - Infrequently
  - Rarely
  - Never
60. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]
- Many different facilities or units
  - Medicine (nonsurgical)
  - Surgery
  - Obstetrics
  - Pediatrics
  - Emergency Dept
  - Intensive Care Unit
  - Psychiatry/Mental Health
  - Rehabilitation
  - Pharmacy
  - Laboratory
  - Radiology
  - Anesthesiology
  - Other: [Fill in the blank]
61. Have you implemented or used the following tool or strategy?

**Handoff**

- Yes
- No [Skip to next concept, tool, strategy, or resource]
- Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Handoff**

62. Was the tool or strategy helpful?
- Very helpful
  - Somewhat helpful
  - Not at all helpful
63. Was the tool or strategy accepted by staff?
- Very much accepted
  - Somewhat accepted
  - Not at all accepted

64. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

65. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

66. Have you implemented or used the following tool or strategy?

**I Pass the Baton**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**I Pass the Baton**

67. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

68. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

69. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

70. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

71. Have you implemented or used the following tool or strategy?

**Brief**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Brief**

72. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

73. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

74. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

75. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

76. Have you implemented or used the following tool or strategy?

**Huddle**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Huddle**

77. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

78. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

79. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

80. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

81. Have you implemented or used the following tool or strategy?

**Debrief**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Debrief**

82. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

83. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

84. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

85. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

86. Have you implemented or used the following tool or strategy?

**STEP Mnemonic**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**STEP Mnemonic**

87. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

88. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

89. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

90. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

91. Have you implemented or used the following tool or strategy?

**I'M SAFE Assessment**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**I'M SAFE Assessment**

92. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

93. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

94. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

95. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

96. Have you implemented or used the following tool or strategy?

**Task Assistance**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Task Assistance**

97. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

98. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

99. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

100. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

101. Have you implemented or used the following tool or strategy?

**Feedback**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Feedback**

102. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

103. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

104. Is the tool or strategy still being used by staff?
- Very often
  - Occasionally
  - Infrequently
  - Rarely
  - Never
105. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]
- Many different facilities or units
  - Medicine (nonsurgical)
  - Surgery
  - Obstetrics
  - Pediatrics
  - Emergency Dept
  - Intensive Care Unit
  - Psychiatry/Mental Health
  - Rehabilitation
  - Pharmacy
  - Laboratory
  - Radiology
  - Anesthesiology
  - Other: [Fill in the blank]
106. Have you implemented or used the following tool or strategy?

**Assertive Statement**

- Yes
- No [Skip to next concept, tool, strategy, or resource]
- Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Assertive Statement**

107. Was the tool or strategy helpful?
- Very helpful
  - Somewhat helpful
  - Not at all helpful
108. Was the tool or strategy accepted by staff?
- Very much accepted
  - Somewhat accepted
  - Not at all accepted

109. Is the tool or strategy still being used by staff?
- Very often
  - Occasionally
  - Infrequently
  - Rarely
  - Never
110. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]
- Many different facilities or units
  - Medicine (nonsurgical)
  - Surgery
  - Obstetrics
  - Pediatrics
  - Emergency Dept
  - Intensive Care Unit
  - Psychiatry/Mental Health
  - Rehabilitation
  - Pharmacy
  - Laboratory
  - Radiology
  - Anesthesiology
  - Other: [Fill in the blank]
111. Have you implemented or used the following tool or strategy?

**Two-Challenge Rule**

- Yes
- No [Skip to next concept, tool, strategy, or resource]
- Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**Two-Challenge Rule**

112. Was the tool or strategy helpful?
- Very helpful
  - Somewhat helpful
  - Not at all helpful
113. Was the tool or strategy accepted by staff?
- Very much accepted
  - Somewhat accepted
  - Not at all accepted

114. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

115. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

116. Have you implemented or used the following tool or strategy?

**CUS**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**CUS**

117. Was the tool or strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

118. Was the tool or strategy accepted by staff?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

119. Is the tool or strategy still being used by staff?
- Very often
  - Occasionally
  - Infrequently
  - Rarely
  - Never
120. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]
- Many different facilities or units
  - Medicine (nonsurgical)
  - Surgery
  - Obstetrics
  - Pediatrics
  - Emergency Dept
  - Intensive Care Unit
  - Psychiatry/Mental Health
  - Rehabilitation
  - Pharmacy
  - Laboratory
  - Radiology
  - Anesthesiology
  - Other: [Fill in the blank]

121. Have you implemented or used the following tool or strategy?

**DESC Script**

- Yes
- No [Skip to next concept, tool, strategy, or resource]
- Don't Know [Skip to next concept, tool, strategy, or resource]

You have implemented or used the following tool or strategy:

**DESC Script**

122. Was the tool or strategy helpful?
- Very helpful
  - Somewhat helpful
  - Not at all helpful
123. Was the tool or strategy accepted by staff?
- Very much accepted
  - Somewhat accepted
  - Not at all accepted

124. Is the tool or strategy still being used by staff?
- a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
125. What are the primary areas where you have implemented or used this tool or strategy? [CHECK ALL THAT APPLY]
- a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]
126. Have you used the following resource?

**TeamSTEPPS Vignettes & Scenarios**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have used the following resource:

**TeamSTEPPS Vignettes & Scenarios**

127. Was the resource helpful?
- a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
128. Have you implemented or used the following strategy?

**Coaching**

- a. Yes
- b. No [Skip to Q245]
- c. Don't Know [Skip to Q245]

You have implemented or used the following strategy:

### **Coaching**

129. Was the strategy helpful?
- Very helpful
  - Somewhat helpful
  - Not at all helpful
130. Was the strategy accepted by staff?
- Very much accepted
  - Somewhat accepted
  - Not at all accepted
131. What are the primary areas where you have implemented or used this strategy? [CHECK ALL THAT APPLY]
- Many different facilities or units
  - Medicine (nonsurgical)
  - Surgery
  - Obstetrics
  - Pediatrics
  - Emergency Dept
  - Intensive Care Unit
  - Psychiatry/Mental Health
  - Rehabilitation
  - Pharmacy
  - Laboratory
  - Radiology
  - Anesthesiology
  - Other: [Fill in the blank]
- [Upon completing Q131, Skip to Q245]

## Post-Master Training Activities by TeamSTEPPS Concept, Tool, Strategy, or Resource<sup>3</sup>

In this section, you are being asked to report on how you have supported others in their use or implementation of TeamSTEPPS concepts, tools, strategies, and resources since participating in the TeamSTEPPS 2.0 Online Master Trainer program.

For each of the TeamSTEPPS concepts, tools, strategies, and resources presented, you will answer some or all of the following questions:

- Have you supported others in the implementation or use of each concept, tool, strategy, or resource?
- Was each concept, tool, strategy, or resource helpful while supporting others in their implementation or use?
- In what stage of the implementation process was the resource used?
- Was each concept, tool, or strategy accepted by staff while supporting others in their implementation or use?
- Is each concept, tool, or strategy still being used by staff?
- What are the primary areas where you supported others in their implementation or use of each concept, tool, strategy, or resource?

.....

132. Have you supported others in the use of the following measure?

### AHRQ Surveys on Patient Safety Culture

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following measure:

### AHRQ Surveys on Patient Safety Culture

133. Was the measure helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

134. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

---

<sup>3</sup> Respondents who select responses 'b,' 'c,' 'd,' 'e,' or 'f' to Question 12 complete this portion of the survey and skip the proceeding section (Questions 19-131).

135. What are the primary areas where you supported others in their implementation or use of this measure? [CHECK ALL THAT APPLY]
- a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

136. Have you supported others in the use of the following resource?

**TeamSTEPPS Readiness Assessment**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following resource:

**TeamSTEPPS Readiness Assessment**

137. Was the resource helpful while supporting others in their implementation?
- a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful

138. For which aspects of the implementation process was the resource used? [CHECK ALL THAT APPLY]
- a. Conducting the needs analysis
  - b. Implementation planning
  - c. Other: [Fill in the blank]

139. Have you supported others in the use of the following measure?

**TeamSTEPPS Learning Benchmarks**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following measure:

### **TeamSTEPPS Learning Benchmarks**

140. Was the measure helpful while supporting others in their implementation?
- Very helpful
  - Somewhat helpful
  - Not at all helpful
141. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]
- Conducting the needs analysis
  - Implementation planning
  - Training
  - Coaching
  - Evaluating impact
  - Other: [Fill in the blank]
142. What are the primary areas where you supported others in their implementation or use of this measure? [CHECK ALL THAT APPLY]
- Many different facilities or units
  - Medicine (nonsurgical)
  - Surgery
  - Obstetrics
  - Pediatrics
  - Emergency Dept
  - Intensive Care Unit
  - Psychiatry/Mental Health
  - Rehabilitation
  - Pharmacy
  - Laboratory
  - Radiology
  - Anesthesiology
  - Other: [Fill in the blank]
143. Have you supported others in the use of the following measure?

### **TeamSTEPPS Teamwork Attitudes Questionnaire**

- Yes
- No [Skip to next concept, tool, strategy, or resource]
- Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following measure:

### **TeamSTEPPS Teamwork Attitudes Questionnaire**

144. Was the measure helpful while supporting others in their implementation?
- Very helpful
  - Somewhat helpful
  - Not at all helpful

145. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

146. What are the primary areas where you supported others in their implementation or use of this measure? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

147. Have you supported others in the use of the following measure?

**Team Performance Observation Tool**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following measure:

**Team Performance Observation Tool**

148. Was the measure helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

149. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

150. What are the primary areas where you supported others in their implementation or use of this

measure? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

151. Have you supported others in the use of the following measure?

**TeamSTEPPS Teamwork Perceptions Questionnaire**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following measure:

**TeamSTEPPS Teamwork Perceptions Questionnaire**

152. Was the measure helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

153. For which aspects of the implementation process was the measure used? [CHECK ALL THAT APPLY]

- a. Conducting the needs analysis
- b. Implementation planning
- c. Training
- d. Coaching
- e. Evaluating impact
- f. Other: [Fill in the blank]

154. What are the primary areas where you supported others in their implementation or use of this measure? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

155. Have you supported others in the use of the following resource?

**Course Management Guide**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following resource:

**Course Management Guide**

156. Was the resource helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

157. Have you supported others in the use of the following resource?

**TeamSTEPPS Implementation Guide**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following resource:

**TeamSTEPPS Implementation Guide**

158. Was the resource helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

159. Have you supported others in the implementation or use of the following tool or strategy?

**SBAR**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**SBAR**

160. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

161. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

162. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

163. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

164. Have you supported others in the implementation or use of the following tool or strategy?

**Call-out**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Call-out**

165. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

166. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

167. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

168. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

169. Have you supported others in the implementation or use of the following tool or strategy?

**Check-back**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Check-back**

170. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

171. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

172. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

173. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

174. Have you supported others in the implementation or use of the following tool or strategy?

**Handoff**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Handoff**

- 175. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 176. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 177. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 178. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

179. Have you supported others in the implementation or use of the following tool or strategy?

**I Pass the Baton**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**I Pass the Baton**

- 180. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 181. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 182. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 183. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

184. Have you supported others in the implementation or use of the following tool or strategy?

**Brief**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Brief**

185. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

186. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

187. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

188. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

189. Have you supported others in the implementation or use of the following tool or strategy?

**Huddle**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Huddle**

- 190. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 191. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 192. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 193. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

194. Have you supported others in the implementation or use of the following tool or strategy?

**Debrief**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Debrief**

- 195. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 196. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 197. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 198. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

199. Have you supported others in the implementation or use of the following tool or strategy?

**STEP Mnemonic**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**STEP Mnemonic**

- 200. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 201. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 202. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 203. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

204. Have you supported others in the implementation or use of the following tool or strategy?

**I'M SAFE Assessment**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**I'M SAFE Assessment**

- 205. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 206. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 207. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 208. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

209. Have you supported others in the implementation or use of the following tool or strategy?

**Task Assistance**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Task Assistance**

- 210. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 211. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 212. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 213. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

214. Have you supported others in the implementation or use of the following tool or strategy?

**Feedback**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Feedback**

215. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

216. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

217. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

218. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

219. Have you supported others in the implementation or use of the following tool or strategy?

**Assertive Statement**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Assertive Statement**

- 220. Was the tool or strategy helpful while supporting others in their implementation?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not at all helpful
  
- 221. Was the tool or strategy accepted by staff while supporting others in their implementation?
  - a. Very much accepted
  - b. Somewhat accepted
  - c. Not at all accepted
  
- 222. Is the tool or strategy still being used by staff?
  - a. Very often
  - b. Occasionally
  - c. Infrequently
  - d. Rarely
  - e. Never
  
- 223. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]
  - a. Many different facilities or units
  - b. Medicine (nonsurgical)
  - c. Surgery
  - d. Obstetrics
  - e. Pediatrics
  - f. Emergency Dept
  - g. Intensive Care Unit
  - h. Psychiatry/Mental Health
  - i. Rehabilitation
  - j. Pharmacy
  - k. Laboratory
  - l. Radiology
  - m. Anesthesiology
  - n. Other: [Fill in the blank]

224. Have you supported others in the implementation or use of the following tool or strategy?

**Two-Challenge Rule**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**Two-Challenge Rule**

225. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

226. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

227. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

228. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

229. Have you supported others in the implementation or use of the following tool or strategy?

**CUS**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**CUS**

230. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

231. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

232. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

233. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

234. Have you supported others in the implementation or use of the following tool or strategy?

**DESC Script**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the implementation or use of the following tool or strategy:

**DESC Script**

235. Was the tool or strategy helpful while supporting others in their implementation?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

236. Was the tool or strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

237. Is the tool or strategy still being used by staff?

- a. Very often
- b. Occasionally
- c. Infrequently
- d. Rarely
- e. Never

238. What are the primary areas where you supported others in their implementation or use of this tool or strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

239. Have you supported others in the use of the following resource?

**TeamSTEPPS Vignettes & Scenarios**

- a. Yes
- b. No [Skip to next concept, tool, strategy, or resource]
- c. Don't Know [Skip to next concept, tool, strategy, or resource]

You have supported others in the use of the following resource:

**TeamSTEPPS Vignettes & Scenarios**

240. Was the resource helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

241. Have you supported others in the implementation or use of the following strategy?

**Coaching**

- a. Yes
- b. No [Skip to Q245]
- c. Don't Know [Skip to Q245]

You have supported others in the implementation or use of the following strategy:

**Coaching**

242. Was the strategy helpful?

- a. Very helpful
- b. Somewhat helpful
- c. Not at all helpful

243. Was the strategy accepted by staff while supporting others in their implementation?

- a. Very much accepted
- b. Somewhat accepted
- c. Not at all accepted

244. What are the primary areas where you supported others in their implementation or use of this strategy? [CHECK ALL THAT APPLY]

- a. Many different facilities or units
- b. Medicine (nonsurgical)
- c. Surgery
- d. Obstetrics
- e. Pediatrics
- f. Emergency Dept
- g. Intensive Care Unit
- h. Psychiatry/Mental Health
- i. Rehabilitation
- j. Pharmacy
- k. Laboratory
- l. Radiology
- m. Anesthesiology
- n. Other: [Fill in the blank]

[Upon completing Q244, continue to Q245]

## Facilitators and Barriers to Use of TeamSTEPPS Concepts, Tools, or Strategies in the Workplace

In this section, you are being asked to identify any factors (organizational or otherwise) you have encountered that facilitated the use of TeamSTEPPS concepts, tools, or strategies. Similarly, you are asked to identify any barriers you have encountered when trying to use or support others in the use of TeamSTEPPS concepts, tools, or strategies. These barriers can be organizational or individual; in either case they impede the use of TeamSTEPPS concepts, tools, or strategies.

245. Which of the following factors have **helped** you implement the TeamSTEPPS concepts, tools, or strategies in your organization or in organizations that you have supported? [Check all that apply]

**Ample time** made available to support the use of concepts

**Ample resources** made available to support the use of concepts

**Consistent information sharing** among people within the organization to support the use of concepts

**Upper management support** for using concepts

**Staff willingness** to use concepts

**Unease with current practice** leading to perceived need to use concepts

**Effective communication of information** resulting in better understanding regarding the use of concepts

**Ample coordination and follow-up with co-workers** to ensure the proper use of concepts

**Organizational priorities** that draw attention to the use of concepts

**Work sharing or shifting of staff responsibilities** to support the implementation of concepts

**Consistency in team membership** leading to sustained momentum in implementation or use of concepts

**Commitment from the Employed Medical Staff** resulting in adoption of concepts

**Commitment from the Non-Employed Medical Staff** resulting in adoption of concepts

246. How important were the facilitators you selected to the success of your TeamSTEPPS implementation?<sup>4</sup>

Facilitators	Not at all important	Somewhat important	Very important
<b>Ample time</b> made available to support the use of concepts			
<b>Ample resources</b> made available to support the use of concepts			
<b>Consistent information sharing</b> among people within the organization to support the use of concepts			
<b>Upper management support</b> for using concepts			
<b>Staff willingness</b> to use concepts			
<b>Unease with current practice</b> leading to perceived need to use concepts			
<b>Effective communication of information</b> resulting in better understanding regarding the use of concepts			
<b>Ample coordination and follow-up with co-workers</b> to ensure the proper use of concepts			
<b>Organizational priorities</b> that draw attention to the use of concepts			
<b>Work sharing or shifting of staff responsibilities</b> to support the implementation of concepts			
<b>Consistency in team membership</b> leading to sustained momentum in implementation or use of concepts			
<b>Commitment from the Employed Medical Staff</b> resulting in adoption of concepts			
<b>Commitment from the Non-Employed Medical Staff</b> resulting in adoption of concepts			

247. What other factors have helped you implement TeamSTEPPS concepts, tools, or strategies since attending training? Please list all major facilitators that you have experienced.

<sup>4</sup> Respondents only rate the importance of factors that they selected in their response to Question 245.

248. Which of the following **barriers** have you encountered when implementing the TeamSTEPPS concepts, tools, or strategies in your organization or in organizations that you have supported? [Check all that apply]

**Lack of time** made available to support the use of concepts

**Lack of resources** made available to support the use of concepts

**Lack of information sharing** between people within the organization to support the use of concepts

**Upper management resistance** to the use of concepts

**Staff resistance** to using the concepts

**Comfort with the status quo** leading to perceptions that the use of concepts is not needed

**Conflicting information** resulting in confusion about the use of concepts

**Lack of coordination and follow-up with co-workers** to ensure the proper use of concepts

**Distractions or different organizational priorities** that draw attention away from the use of concepts

**Reported staff fatigue or work overload** leading to inability or resistance to learning about and using concepts

**Inconsistency in team membership** leading to difficulty maintaining momentum in implementation or use of concepts

**Hierarchical structure** leading to resistance to learning about and using concepts

**Staff conflict** resulting in the inability to implement the concepts

**Lack of Commitment/Engagement from the Employed Medical Staff** resulting in resistance to the adoption of concepts

**Lack of Commitment/Engagement from the Non-Employed Medical Staff** resulting in resistance to the adoption of concepts

249. How important was overcoming the barriers you selected to the success of your TeamSTEPPS implementation?<sup>5</sup>

Barriers	Not at all important	Somewhat important	Very important
<b>Lack of time</b> made available to support the use of concepts			
<b>Lack of resources</b> made available to support the use of concepts			
<b>Lack of information sharing</b> between people within the organization to support the use of concepts			
<b>Upper management resistance</b> to the use of concepts			
<b>Staff resistance</b> to using the concepts			
<b>Comfort with the status quo</b> leading to perceptions that the use of concepts is not needed			
<b>Conflicting information</b> resulting in confusion about the use of concepts			
<b>Lack of coordination and follow-up with co-workers</b> to ensure the proper use of concepts			
<b>Distractions or different organizational priorities</b> that draw attention away from the use of concepts			
<b>Reported staff fatigue or work overload</b> leading to inability or resistance to learning about and using concepts			
<b>Inconsistency in team membership</b> leading to difficulty maintaining momentum in implementation or use of concepts			
<b>Hierarchical structure</b> leading to resistance to learning about and using concepts			
<b>Staff conflict</b> resulting in the inability to implement the concepts			
<b>Lack of Commitment/Engagement from the Employed Medical Staff</b> resulting in resistance to the adoption of concepts			
<b>Lack of Commitment/Engagement from the Non-Employed Medical Staff</b> resulting in resistance to the adoption of concepts			

250. Please identify any other barriers to the implementation of TeamSTEPPS concepts, tools, or strategies you have encountered since attending training.

<sup>5</sup> Respondents only rate the importance of factors that they selected in their response to Question 248.

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## Outcomes of Master Training Participation

In this section, you are being asked to assess what patient safety changes have occurred in your organization or organizations you support as a result of your participation in the TeamSTEPPS 2.0 Online Master Trainer program and your post-Master Training activities. These outcomes of your participation in the TeamSTEPPS 2.0 Online Master Trainer program and your post-Master Training activities can range from increased awareness to changes in processes or policies. Consider all potential outcomes of your participation and post-training activities.

251. As a result of participating in TeamSTEPPS Master Training and your post-master training activities, how have the following aspects changed at your organization?<sup>6</sup>

### TEAM STRUCTURE

<b>As a result of participating in TeamSTEPPS Master Training and my post-Master Training patient safety activities, I have noticed that in my organization...</b>	Disagree	Neutral	Agree	Does Not Apply
Patients and their families are considered part of the team.				
Staff have increased awareness of their roles and responsibilities during treatment of patients.				
Patients are valued members of the patient care team.				
Staff understand their roles and responsibilities.				

### COMMUNICATION

<b>As a result of participating in TeamSTEPPS Master Training and my post-Master Training patient safety activities, I have noticed that in my organization...</b>	Disagree	Neutral	Agree	Does Not Apply

<sup>6</sup> Respondents who select response 'a' to Question 12 complete Questions 251 and 252, but skip Question 253. Respondents who select responses 'b,' 'c,' 'd,' 'e,' or 'f' to Question 12 skip Questions 251 and 252 and complete Question 253.

Feedback between staff is delivered in a way that promotes positive interactions and future change.				
Staff advocate for patients, even when their opinion conflicts with that of a senior member of the unit.				
When staff have a concern about a patient, they challenge others until they are sure the concern has been heard.				
Staff resolve their conflicts, even when the conflicts have become personal.				
Information regarding patient care is explained to patients and their families in lay terms.				
Staff rely on nonverbal communication to communicate their message.				
Staff relay relevant information in a timely manner.				
When communicating with patients, staff allow enough time for questions.				
Staff use common terminology when communicating with each other.				
Staff call out critical information during emergent situations.				
Staff verbally verify information that they receive from one another.				
Staff follow a standardized method of sharing information when handing off patients.				
Staff seek information from all available sources.				

## LEADING TEAMS

<b>As a result of participating in TeamSTEPPS Master Training and my post-Master Training patient safety activities, I have noticed that in my organization...</b>	Disagree	Neutral	Agree	Does Not Apply
Staff share a clear mental model of how the patient will be treated for his/her condition.				
Staff are engaging in debriefs after patient disposition.				
Staff are engaging in huddles during treatment to ensure a clear picture of treatment actions.				
Staff are engaging in briefs prior to treating a patient.				
Staff are held accountable for their actions.				
Staff within my unit share information that enables timely decision making by the direct patient care team.				

My unit makes efficient use of resources (e.g., staff, supplies, equipment, information).				
My unit expects all staff, even those who are not part of the direct care team, to contribute to patient safety.				
Supervisors/managers/team leaders consider staff input when making decisions about patient care.				
Supervisors/managers/team leaders provide opportunities to discuss the unit's performance after an event.				
Supervisors/managers/team leaders take time to meet with staff to develop a plan for patient care.				
Supervisors/managers/team leaders do a better job at ensuring that adequate resources (e.g., staff, supplies, equipment, information) are available.				

### SITUATION MONITORING

<b>As a result of participating in TeamSTEPPS Master Training and my post-Master Training patient safety activities, I have noticed that in my organization...</b>	Disagree	Neutral	Agree	Does Not Apply
Staff exchange relevant information as it becomes available.				
Staff continuously scan the environment for important information.				
Staff share information regarding potential complications (e.g., patient changes, bed availability).				
Staff consider each other's physical and emotional status (i.e., fatigue, general health, stress, hunger).				
Staff meet to reevaluate patient care goals when aspects of the situation have changed.				
Staff re-route and/or delay work tasks to prevent task overload.				
Staff caution each other about potentially dangerous situations.				

### MUTUAL SUPPORT

<b>As a result of participating in TeamSTEPPS Master Training and my</b>	Disagree	Neutral	Agree	Does Not
--	----------	---------	-------	----------

<b>post-Master Training patient safety activities, I have noticed that in my organization...</b>				Apply
Staff are more assertive when advocating for the patient.				
Staff can more easily resolve conflicts about the treatment of patients.				
Staff feel more comfortable providing task assistance to their team members even if not requested.				
Staff are more willing to assist others when assistance is requested.				
Staff assist fellow staff during high workload.				
Staff request assistance from fellow staff when they feel overwhelmed.				

252. As a result of participating in the TeamSTEPPS Master Training program and your post-Master Training activities, how have the following aspects changed at your organization? **[Upon completing Q252, skip to Q254]**

<b>As a result of participating in TeamSTEPPS Master Training and my post-Master Training patient safety activities, I have noticed that in my organization...</b>	Disagree	Neutral	Agree	Does Not Apply
It is now easier to address the Joint Commission's patient safety requirements.				
Patient satisfaction has improved.				
Staff satisfaction has improved.				
There has been a reduction in the number of medication errors.				
It has been easier to meet our score card measures related to quality.				
Patient safety is viewed as a top priority of management.				
Our handoffs across units have improved.				
Staff will freely speak up if they see something that may negatively affect patient care.				
Staff now question the decisions or actions of those with more authority when they are concerned that the decisions or actions may negatively affect patient care.				
We handle a greater patient volume within the unit.				
Handoffs between shifts within units have improved.				
Patients report a high level of teamwork between doctors and nurses.				
We make better use of the resources within the unit (e.g., beds, supplies, staff).				
Patient flow within the unit has improved.				
The number of patient complications occurring in the unit has dropped.				

The number of hospital acquired infections in the unit has dropped.				
The turnover rate within the unit has declined.				

253. Since participating in the TeamSTEPPS Master Training program and your post-Master Training activities, how have the following aspects changed at the organizations you support?<sup>7</sup>

<b>As a result of participating in TeamSTEPPS Master Training and my post-Master Training patient safety activities, I have noticed...</b>	Disagree	Neutral	Agree	Does Not Apply
Healthcare providers at organizations that I support are actively doing things to improve patient safety.				
Positive changes in the organizational culture at organizations I support.				
The organizations I support evaluate the effectiveness and sustainability of the interventions/changes.				
Staff at the organizations I support have reported increased awareness about the role of teamwork in reducing the risk of hospital acquired infections.				
Staff at the organizations I support have attributed a reduced risk associated with medical errors to the implementation of TeamSTEPPS concepts, tools, or strategies.				
Patient satisfaction has improved at the organizations I support.				
Staff satisfaction has improved at the organizations I support.				
Patient safety is viewed as a top priority of management at the organizations I support.				
Handoffs across units have improved at the organizations I support.				
Staff at the organizations I support will freely speak up if they see something that may negatively affect patient care.				
Staff at the organizations I support will question the decisions or actions of those with more authority when they are concerned that the decisions or actions may negatively affect patient care.				
Resources (e.g., beds, supplies, staff, etc.) are used more efficiently by the organizations I support.				
The number of patient complications occurring at the organizations I support has dropped.				
The number of hospital acquired infections in the organizations I support has dropped.				

<sup>7</sup> Respondents who select responses 'b,' 'c,' 'd,' 'e,' or 'f' to Question 12 complete Question 253, but skip Questions 251 and 252.

The turnover rate within the organizations I support has declined.				
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254. What other outcomes can you attribute to your participation in TeamSTEPPS Master Training and your post-Master Training activities?

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