CE Post Test

TeamSTEPPS: Team Strategies and Tools to Enhance Performance and Patient Safety
September 2010

CIRCLE THE BEST ANSWER:

1. What are the three key outcomes for TeamSTEPPS?
   a. Briefs, Huddles, Debriefs
   b. Performance, Knowledge, Attitudes
   c. Call-Out, Check-Back, Handoff
   d. STEP, SBAR, CUS

2. According to the TeamSTEPPS triangle logo, what are the four primary trainable teamwork skills?
   a. Management, Leadership, Simulation and Implementation
   b. Design, Measurement, Engagement and Implementation
   c. Leadership, Communication, Situation Monitoring and Mutual Support
   d. Performance, Knowledge, Attitudes and Patient Care Team

3. What are the first two steps in Dr. John Kotter's change management model?
   a. "Don't let up" and "Create a new culture"
   b. "Empower others to act" and "Produce short-term wins"
   c. "Develop the change vision and strategy" and "Communicate for understanding and buy-in"
   d. "Create a sense of urgency" and "Pull together the guiding team"

4. Which of the following is a key concept addressed in the Professional Conduct Toolkit?
   a. Responding to Behaviors that Undermine Safe Patient Care
   b. Setting the Stage
   c. Deciding What to Do
   d. Making it Happen

5. What requirements of healthcare quality and/or patient safety can this program assist with meeting?
   a. The Joint Commission Sentinel Event Alert #40
   b. The Joint Commission National Patient Safety Goals on Communication
   c. National Quality Forum Safety Practices for team communication and team skills
   d. Sentinel Event Root Cause Analyses that require action planning around communication causes
   e. All of the above

Name: ____________________________________________

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