

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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