TeamSTEPPS for Office-Based Care Online
Teach-Back Option: Quality Improvement

Instructions:
1. Briefly describe your organization and your role.
   a. What type of organization do you work for?
   b. What populations do you serve?
   c. What are your roles and responsibilities?
2. Explain the error, near-miss, challenge, or opportunity for improvement.
   a. What happened?
   b. Who was involved?
   c. Where were the breakdowns?
3. Recommend how to overcome the challenge by using two or more TeamSTEPPS tools or concepts.
   a. What are the tools/concepts?
   b. Explain each tool/concept?
4. Assess how these tools will solve the challenge or prevent the situation from happening again.
   a. Why did you choose this specific tool?
   b. What makes it ideal for your situation?
5. Come up with a brief implementation plan. Describe how you will implement the tools you are recommending to use in your office environment.
   a. Will you have one large training or will you implement slowly, introducing one tool at a time?
   b. Whom will you teach?
   c. How will you identify champions?
   d. How will you sustain these efforts?
   e. Will you conduct a survey before the training? After? Will you use any of these measurement tools?