

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](#)?