Evaluating TeamSTEPPS Worksheet

SCENARIO

Staff from the dementia care unit recently attended the 2-day TeamSTEPPS Master Training course. During the implementation planning session, the team noted that Mr. Stevens has had increasing instances of coming out of his room in just his socks and yelling obscenities during the evening shift change. When this occurs, one of the nurses finds Mr. Stevens, assesses the situation, and tries to get Mr. Stevens settled down and back in his room. Many times additional nurses are required, but the shift change has led to some confusion about who should help. Further, because Mr. Stevens' room is not visible from the area where the shift change occurs, it is often unclear about whether the responding nurse needs help and how much. Mr. Stevens also becomes more agitated if the nurse talking with him calls for help, causing one or more additional staff to arrive.

To help keep Mr. Stevens calm while ensuring that the responding nurse has support when needed, the team decides to use CUS as a signal to call for additional help with Mr. Stevens. Because they can hear what is going on in his room from the area where the evening shift change briefing occurs, they agree that if they hear a staff person using CUS with Mr. Stevens, it will result in two additional staff going to provide assistance with Mr. Stevens. They also agree that prior to conducting the shift change briefing, the staff will discuss Mr. Stevens, identify who will initially respond to any disruption, and determine who will provide additional assistance if needed.

INSTRUCTIONS

Break into small groups and use the scenario above to identify (1) one or two measures to assess whether the TeamSTEPPS intervention, CUS, transfers to the dementia care unit; and (2) one or two measures to determine if the use of CUS affects resident outcomes. Record your responses in the space provided.

1. Which measure or measures did you identify for assessing whether instruction about briefings transfers to the dementia care unit's work environment?

2. Why did you choose the identified measures?

3. Which measure or measures did you identify for determining whether CUS affected resident outcomes?

4. Why did you choose the identified measures?