

Patient's Teamwork Checklist

When you are in your Healthcare provider's office, LOOK for these things:

- 1. Does the office staff—including the doctor—seem to work as a team? (Think of other teams you've seen, such as sports teams, a musical group, an airline crew.) Does this provider's office seem to have the same kind of 'feeling' of people working together to reach shared goals?
- 2. Do office staff members introduce themselves or each other to you?
Do you feel like they are actually interested in you?
- 3. Does the staff—including the doctor—seem to support each other?
Do they seem to be working smoothly together?
Do they speak to each other with respect, no matter who is speaking or who is being spoken to?
- 4. As you watch staff members talking among themselves, do they seem to understand each other well?

When you are first joining someone's practice, when you are booking a procedure, or considering surgery, ASK:

- 1. Do all the members of your staff, and all the professions they represent, work together as a team with shared goals?
- 2. Have the members of your staff in the office, in the procedure rooms, in the operating rooms had some kind of formal training in teamwork? How was that done? How often is it revisited?
- 3. For procedures or surgeries, ask the doctor and others involved:
 - a. Do you do timeouts and checklists in the operating room/procedure area?
For every procedure, every time?
 - b. Do you introduce yourself to nurses and other staff with your first and last name?
Do they introduce themselves to you the same way?
 - c. How do you address each other in the operating room/procedure area?
 - d. Do you do briefs in the OR, and debriefs after surgeries?
 - e. How do you and your staff handle accidents, errors, and surprise situations that come up in surgeries and procedures?
- 4. When you make rounds on the inpatient floors, do you routinely have the bedside nurse with you? Do you do briefs/debriefs/huddles before or after rounds, or when something important 'comes up'?
- 5. Do you and other staff involved in my care have a particular formula for exchanging patient information and raising questions or concerns?
- 6. Do you feel comfortable speaking up when you have a safety concern? Do you think your colleagues do as well? Can anyone raise a safety concern, and can they express it to anyone and everyone else involved in my care?
- 7. Have staff in your office, your unit, or the hospital you work in been asked to take a patient safety survey? When was the last time that happened? How often does it happen? Who reviews the safety surveys, and what do they do with the results?

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