

TeamSTEPPS Rater-Certification System

With the emphasis on the development of students' applied teamwork skills in our QEP, we

have developed a system to engage students in a unique aspect of teamwork in healthcare. Being part of a high performing team requires that one is able to recognize and critically evaluate team structure, functioning,

communication, leadership, and mutual support thereby identifying areas that can be improved. In order to maximize the efficiency and validity of students team-evaluation skills, the TeamSTEPPS® Rater-Certification System was developed by our team.

After undergoing formal didactics in TeamSTEPPS® concepts

This Innovation Addresses:

-Objective 2a: Teach fundamentals of teamwork using the TeamSTEPPS framework to all students at MUSC from all 6 Colleges

-Objective 2b: Engage student teams in simulated scenarios to further develop and practice teamwork skills

Performance feedback screen...

MUSC TeamSTEPPS Rater Assessment System

Your Performance on Video-A

Factor	Your Mean Score	In range
Team Structure	1.50	YES
Communication	1.75	YES
Leadership	1.33	YES
Situation Monitoring	1.60	YES
Mutual Support	1.50	YES
OVERALL PERFORMANCE		PASS

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and practices, students at MUSC engage with our online certification system to demonstrate their teamwork evaluation skills. Our group identified four videos of healthcare team interactions. We then asked TeamSTEPPS expert raters to evaluate each of the videos and score them using the

MUSC TeamSTEPPS Rater Assessment System

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standardized TeamSTEPPS® 2.0 Team Performance

Observation Tool. Mean scores (and standard deviations) were calculated for the expert raters across each of the rated domains (team structure, communication, leadership, situation monitoring, mutual support). In the TeamSTEPPS® Rater-Certification System, students log-in to and view each video. After each video has been viewed, they complete an online version of the TeamSTEPPS 2.0 Team Performance Observation Tool. Students must score each video within one standard deviation of the expert raters across at least four of the measured domains. After the student submits his/her scores the system provides immediate feedback of their performance relative to the expert ratings. If they do

not "pass" the rating for a video, they can watch the video and try again. Once students have passed all of the videos, they are then eligible to participate in projects through our hospital wherein they provide ratings of real-world, active clinical service teams in action through our TeamWorks program (see below). To date, 678 students have successfully completed the TeamSTEPPS® rater-certification program through pilot sections of IP710 at MUSC. These students have gone on to evaluate team performance across several clinical programs including labor and delivery, and interventional radiology through the TeamWorks Program.

Example of the "passing" range(s) from the expert raters.

	Team Structure	Communication	Leadership	Situation Monitoring	Mutual Support
MISS	<1.29	<1.31	<1.26	<1.29	
ACCEPTABLE	1.29	1.31	1.26	1.29	1.00
TARGET	2.21	1.75	1.93	1.84	1.35
ACCEPTABLE	3.13	2.19	2.61	2.39	1.84
MISS	>3.13	>2.19	>2.61	>2.39	>1.84
Rater's Mean Score:					
Circle:	Acceptable / Miss	Acceptable / Miss	Acceptable / Miss	Acceptable / Miss	Acceptable / Miss

☐ PASS (≥ Acceptable Ratings)
☐ FAIL (<4 Acceptable Ratings)

	Team Structure	Communication	Leadership	Situation Monitoring	Mutual Support
MISS	<4.02	<4.48	<4.32	<3.82	<3.79
ACCEPTABLE	4.02	4.48	4.32	3.82	3.79
TARGET	4.53	4.85	4.80	4.48	4.53
ACCEPTABLE	5.00	5.00	5.00	5.00	5.00
MISS					
Rater's Mean Score:					
Circle:	Acceptable / Miss	Acceptable / Miss	Acceptable / Miss	Acceptable / Miss	Acceptable / Miss

☐ PASS (≥ Acceptable Ratings)
☐ FAIL (<4 Acceptable Ratings)