

Assessing Team Performance

by Capella Healthcare



WHAT'S COVERED

In this lesson, you will learn about various methods of assessing team performance. Specifically, this lesson will cover:

1. Assessing Team Performance

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A number of teamwork assessment measures are available, including Team STEPPS™ Teamwork Perceptions Questionnaire, the AHRQ Safety Attitude Questionnaire, and Index of Interprofessional Team Collaboration.

Methods of assessing teams include observation in a simulated environment, direct observation in practice, and teamwork exercises based on scenarios.

Teams can be assessed at two levels:

- individual performance level
- team level

Another way to assess team functioning is to review their performance on shared goals, quality metrics, and patient satisfaction scores.

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Support

If you are struggling with a concept or terminology in the course, you may contact RiskManagementSupport@capella.edu for assistance.

If you are having technical issues, please contact learningcoach@sophia.org.