Coder: _____
Date of Coding: _____
Date of Scenario: _____
Team: ☐ Team1   ☐ Team2   ☐ Team3

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EDUCATION, RESEARCH & PRACTICE
UNIVERSITY *of* WASHINGTON

Scenario Type: ☐ SVT
☐ Asthma
☐ CHF
☐ _____

Video Coding Sheet for Performance Assessment for Communication and Teamwork (PACT)

Please review the definition and description of each behavioral marker and anchors before you start. After the first viewing, record the Initial Global Quality for the 5 domains. During the second viewing, please stop the video anytime when necessary to make a note to yourself in the additional comments session (on the 5th page, not required) for any observed behavior or a behavior should have occurred but did not. After the second viewing, complete the Global Frequency and Global Quality scales for each behavioral marker without referencing your notes. After watching the complete scenario three times, please fill out the Final Global Quality for the five domains. Using the following scales to record the performance of the TEAM:

1) How well did the team perform in each of the five domains throughout the scenario? Circle (**Need Improvement in Most areas (NIM), Need Improvement in Some areas (NIS), Satisfactory (S)**, **Excellent (E), Not Enough Information to Answer (NEI)**).

2) If a behavior was observed, how well did the team perform? Circle (**Poor (P)**-The team performed poorly**; Need Improvement (NI)**-The team performed okay but there is still space for growth**; Satisfactory (S)**-The team performance met expectation but the quality can be better**; Excellent (E)**-The team performed flawlessly; **Not Applicable (NA)-**The team did not demonstrate such behavior or there was not enough information to judge the quality of the behavior.) Note that this item focuses on the quality of the task. Please do NOT take the frequency into account.

3) How frequent the task was observed in the scenario? Circle the number (**Absent (A)**-a behavior did not occur when it should; **Isolated (I)**-there are isolated examples of a behavior throughout the observation; **Consistent (C)**-there were frequent/explicit examples of a behavior throughout the observation; **Not Applicable (NA)**-there was no opportunity for the team to demonstrate such behavior).

4) If a team member's performance deviated from the rest of the team, make remarks at the end of the coding sheet.

(Coders do **NOT** need to calculate the total composite score!)

After completing the video coding, use the attached scoring sheet and follow the steps below to calculate the total composite score (TCS):

1) Score for Global Frequency scale: A (0), I (1), C (2), NA (Discard)
2) Discard the behavioral markers with NA in the Global Frequency scale.
3) Score for Initial and Final Global Quality scales of each domain: NIM (0), NIS (1), S (2), E (3), NEI (Discard)
4) Score for Global Quality scale of each behavioral marker: P (0), NI (1), S (2), E (3), NA (Discard)
5) Calculate score of each behavioral marker: Final Global Quality score x Global Frequency scale
6) Calculate TCS = sum of each behavioral marker score/number of observed behavioral markers
   + sum of Final Global Quality scores of five domains/number of scored domains

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First viewing for coding: Watch the video of the scenario without stopping. Then record the Initial Global Quality scores for the 5 domains using the scale below:

Global Quality scale for domains:

NIM: Need Improvement in Most areas

NIS: Need Improvement in Some areas

S: Satisfactory

E: Excellent

NEI: Not Enough Information to Answer

Examples of the domains:

Team Structure - identifies goals, assigns roles and responsibilities, holds members accountable

Leadership - utilizes resources, delegates tasks and balances workload, conducts briefs, huddles, and debriefs, empowers members to speak freely

Situation Monitoring - includes patient/family in communication, cross monitors members and applies the STEP process, fosters communication

Mutual Support - advocates for the patient, resolves conflict using Two-Challenge rule, CUS, and DESC Script, works collaboratively

Communication - provides brief, clear, specific and timely information, seeks and communicates information from all available sources uses SBAR, call-outs, check-backs and handoff techniques

Domain Name	Initial Global Quality				
Team Structure	NIM	NIS	S	E	NEI
Leadership	NIM	NIS	S	E	NEI
Situation Monitoring	NIM	NIS	S	E	NEI
Mutual Support	NIM	NIS	S	E	NEI
Communication	NIM	NIS	S	E	NEI

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Second viewing for coding: After viewing for specific behaviors, please complete the scores for Global Frequency and Global Quality scales for each behavioral marker using the scales below:

Global Frequency scale:

Absent (A)-a behavior did not occur when it should

Isolated (I)-there are isolated examples of a behavior throughout the observation

Consistent (C)-there were frequent/explicit examples of a behavior throughout the observation

Not Applicable (NA)-there was no opportunity for the team to demonstrate such behavior

Global Quality scale:

Poor (P)-The team performed poorly

Need Improvement (NI)-The team performed okay but there is still space for growth

Satisfactory (S)-The team performance met expectation but the quality can be better

Excellent (E)-The team performed flawlessly

Not Applicable (NA)-The team did not demonstrate such behavior or there was not enough information to judge the quality of the behavior.

Behavioral Markers	Global Frequency				Global Quality				
Team Structure									
1. Recognize LEADER	A	I	C	NA	P	NI	S	E	NA
2. Understand ROLE	A	I	C	NA	P	NI	S	E	NA
3. Understand TEAM GOALS	A	I	C	NA	P	NI	S	E	NA
4. Refer to PROTOCOLS/CHECKLISTS	A	I	C	NA	P	NI	S	E	NA
5. Respond to potential ERRORS	A	I	C	NA	P	NI	S	E	NA
6. SHARE IMFORMATION	A	I	C	NA	P	NI	S	E	NA
Leadership									
7. Delegate TASKS	A	I	C	NA	P	NI	S	E	NA
8. BRIEFS/HUDDLES/DEBRIEFS	A	I	C	NA	P	NI	S	E	NA
9. AUTHORITY VS PARTICIPATION	A	I	C	NA	P	NI	S	E	NA
10. COLLECTIVE INPUT	A	I	C	NA	P	NI	S	E	NA
11. SPEAK UP	A	I	C	NA	P	NI	S	E	NA
Situation Monitoring									
12. STEP PROCESS	A	I	C	NA	P	NI	S	E	NA
13. Attend to INDICATORS	A	I	C	NA	P	NI	S	E	NA
14. Maintain SITUATION AWARENESS	A	I	C	NA	P	NI	S	E	NA
15. PATIENT included	A	I	C	NA	P	NI	S	E	NA
Mutual Support									
16. Acknowledge STATEMENT	A	I	C	NA	P	NI	S	E	NA
17. ALL PARTICIPATE	A	I	C	NA	P	NI	S	E	NA
18. Call ATTENTION to error causing actions	A	I	C	NA	P	NI	S	E	NA
19. ASK FOR HELP	A	I	C	NA	P	NI	S	E	NA
20. CUS/Two-Challenge rule/DESC Script	A	I	C	NA	P	NI	S	E	NA
Communication									
21. VERBALIZE activities	A	I	C	NA	P	NI	S	E	NA
22. REPEAT BACK	A	I	C	NA	P	NI	S	E	NA
23. HAND OFF	A	I	C	NA	P	NI	S	E	NA
24. SBAR	A	I	C	NA	P	NI	S	E	NA
25. Ask for CLARIFICATION	A	I	C	NA	P	NI	S	E	NA
26. CLOSED-LOOP COMMUNICATION	A	I	C	NA	P	NI	S	E	NA

Individual Ratings	Quality				
27. If there was an individual who differed significantly from the rest of the team, record the task # _____ and the quality rating for the individual's behavior.	P	NI	S	E	NA

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<u>Third viewing for coding</u>: Review the scenario for a third time, again without stopping; then complete the scores for the Final Global Quality for the five domains using the scale below:

Global Quality scale for domains:

NIM: Need Improvement in Most areas

NIS: Need Improvement in Some areas

S: Satisfactory

E: Excellent

NEI: Not Enough Information to Answer

Examples of the domains:

Team Structure - identifies goals, assigns roles and responsibilities, holds members accountable

Leadership - utilizes resources, delegates tasks and balances workload, conducts briefs, huddles, and debriefs, empowers members to speak freely

Situation Monitoring - includes patient/family in communication, cross monitors members and applies the STEP process, fosters communication

Mutual Support - advocates for the patient, resolves conflict using Two-Challenge rule, CUS, and DESC Script, works collaboratively

Communication - provides brief, clear, specific and timely information, seeks and communicates information from all available sources uses SBAR, call-outs, check-backs and handoff techniques

Domain Name	Final Global Quality				
Team Structure	NIM	NIS	S	E	NEI
Leadership	NIM	NIS	S	E	NEI
Situation Monitoring	NIM	NIS	S	E	NEI
Mutual Support	NIM	NIS	S	E	NEI
Communication	NIM	NIS	S	E	NEI

Additional Comments: _____

_____

_____

_____

Last updated: February 21, 2017

Coder: _____

Date of Coding: _____

Date of Scenario: _____

Team: ☐ Team1 ☐ Team2 ☐ Team3

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Final Score Sheet

Behavioral Markers	Global Frequency Score				Global Quality Score				Final Global Quality Score				Score	Domain Score
Team Structure									NIM(0)	NIS(1)	S(2)	E(3)		
1. Recognize LEADER	A(0)	I(1)	C(2)	NA(Discard)	P(0)	NI(1)	S(2)	E(3)						
2. Understand ROLE	A	I	C	NA	P	NI	S	E						
3. Understand TEAM GOALS	A	I	C	NA	P	NI	S	E						
4. Refer to PROTOCOLS/CHECKLISTS	A	I	C	NA	P	NI	S	E						
5. Respond to potential ERRORS	A	I	C	NA	P	NI	S	E						
6. SHARE IMFORMATION	A	I	C	NA	P	NI	S	E						
Leadership									NIM	NIS	S	E		
7. Delegate TASKS	A	I	C	NA	P	NI	S	E						
8. BRIEFS/HUDDLES/DEBRIEFS	A	I	C	NA	P	NI	S	E						
9. AUTHORITY VS PARTICIPATION	A	I	C	NA	P	NI	S	E						
10. COLLECTIVE INPUT	A	I	C	NA	P	NI	S	E						
11. SPEAK UP	A	I	C	NA	P	NI	S	E						
Situation Monitoring									NIM	NIS	S	E		
12. STEP PROCESS	A	I	C	NA	P	NI	S	E						
13. Attend to INDICATORS	A	I	C	NA	P	NI	S	E						
14. Maintain SITUATION AWARENESS	A	I	C	NA	P	NI	S	E						
15. PATIENT included	A	I	C	NA	P	NI	S	E						
Mutual Support									NIM	NIS	S	E		
16. Acknowledge STATEMENT	A	I	C	NA	P	NI	S	E						
17. ALL PARTICIPATE	A	I	C	NA	P	NI	S	E						
18. Call ATTENTION to error causing actions	A	I	C	NA	P	NI	S	E						
19. ASK FOR HELP	A	I	C	NA	P	NI	S	E						
20. CUS/Two-Challenge rule/DESC Script	A	I	C	NA	P	NI	S	E						
Communication									NIM	NIS	S	E		
21. VERBALIZE activities	A	I	C	NA	P	NI	S	E						
22. REPEAT BACK	A	I	C	NA	P	NI	S	E						
23. HAND OFF	A	I	C	NA	P	NI	S	E						
24. SBAR	A	I	C	NA	P	NI	S	E						
25. Ask for CLARIFICATION	A	I	C	NA	P	NI	S	E						
26. CLOSED-LOOP COMMUNICATION	A	I	C	NA	P	NI	S	E						
												Total	(A)	(B)

Discard domain(s) received NEI and behavior marker(s) received NA in either frequency or quality scale.

Number of observed/rated behavioral markers: _____(C)   **Number of scored domains:**_____(D)

Total Composite Score (TCS): _____(A)/_____(C) + _____(B)/_____(D) = _____

Last updated: February 21, 2017