

Performance Assessment for Communication and Teamwork-Rater Training Program

Training for all raters is recommended. For expert raters (expert in teamwork and team communication and/or experience in using coding tools), the training can be minimal. For novice raters (minimal experience in using coding tools without team training), extensive training is required to establish acceptable intra- and inter-rater reliability. This training program will help your institution establish the intra- and inter-rater reliability of the tool and ensure reliable results. The following is a description of a training program gearing toward novice raters. The trainer can modify or shorten the program to suit the needs for training expert raters.

GET FAMILIARIZED WITH THE CONTENT (ESTIMATED TIME COMMITMENT: 2-3 HOURS)

The tool is developed with TeamSTEPPS framework. Ideally, the rater should go through formal TeamSTEPPS training. However, not all institutions adopt TeamSTEPPS framework. The minimal requirement of a coder is to go through both the TeamSTEPPS light training module developed by Dr. Brian Ross (<http://collaborate.uw.edu/student-resources/interprofessional-online-modules.html-0>) and the materials of essential courses of TeamSTEPPS offered freely on the Agency of Healthcare Research and Quality (AHRQ) website (<http://www.ahrq.gov/teamstepstools/instructor/essentials/index.html>). At the end of the training, the rater will be able to:

- understand TeamSTEPPS conceptual framework including the description of the five main domains (Team Structure, Leadership, Situation Monitoring, Mutual Support, and Communication).
- know the definitions of TeamSTEPPS lingos such as CUS and check-back.

GET FAMILIARIZED WITH THE TOOL (ESTIMATED TIME COMMITMENT: 1 HOUR)

The trainer introduces the PACT-video to raters. This session includes a detailed description of the frequency and quality scales in the tool. The trainer explains the definitions of anchors in each scale and provides examples. The definitions of behavioral markers are introduced to raters. Standardized format for note taking with time stamp and the coding protocol are included in this session. At the end of the training, the rater will be able to:

- understand the definitions of anchors in each scale.
- know the definitions of the behavioral markers.
- score with correct format.
- follow the coding protocol.
- use the tool.

PRACTICE WITH VIDEOS (ESTIMATED TIME COMMITMENT: 2 HOURS)

This session starts with identifying behavioral markers in short video clips with obvious behaviors. This exercise can be done as a big group. The trainer then shows raters an expert team scenario and facilitates the discussion of how raters should score certain behaviors. Since the scenario is performed by an expert team and a discussion is fostered, raters should be able to identify and score the behaviors without too much deviation from the expert's results. After watching the expert team scenario, the trainer shows an interprofessional students team scenario and asks raters to code it as a group. The trainer then debriefs the coding process and results. At the end of the training, the rater will be able to:

- identify most of the behavioral markers in videos.
- score the model team correctly (results are similar to the results scored by the expert)

ESTABLISH INTER-RATER RELIABILITY (ESTIMATED TIME COMMITMENT: VARIABLE)

The trainer sends raters one video and ask raters to code the video individually. Raters must submit the results in 3 days. Results from each rater are compared and Kappa statistic calculated. If Kappa does not reach .61, the trainer will hold an in-person focus group to discussion on behaviors that were coded differently among raters. Raters will reach consensus on how to score specific behaviors through the focus group. The trainer then sends another video and asks for results in 3 days. This reiterating process will not stop until Kappa is higher than .61.

ESTABLISH INTRA-RATER RELIABILITY (ESTIMATED TIME COMMITMENT: VARIABLE)

To establish intra-rater reliability, raters need to score the same scenario as the last video they coded to establish inter-rater reliability. One week after establishing acceptable inter-rater reliability, the trainer sends the same video to raters and asks for results in 3 days. Kappa will be calculated with one-week-apart results from the same rater. The recommended minimum requirement for intra-rater reliability before the coder can start coding videos is .61. At the end of the training, the coder will be able to:

- reliably code recorded scenarios!

CODE VIDEO(S) (ESTIMATED TIME COMMITMENT: VARIABLE)

Once both inter- and intra-rater reliabilities reach .61, raters will move onto coding recorded scenarios. Generally speaking, each scenario runs about 15 minutes. It takes about 45 minutes to code one scenario. The time commitment depends on how many videos the trainer has available for the raters.

MONITOR RELIABILITY THROUGHOUT THE PROCESS

Monitoring reliability of coded results is recommended. The trainer can send one identical scenario for every rater after raters coded certain numbers (suggested 5) of scenarios to check inter-rater reliability. Similar process can be done to monitor intra-rater reliability. If the reliability is not satisfactory, the trainer can take actions (e.g. focus group or extra one-on-one training) to help raters and ensure reliable results.