

Performance Assessment for Communication and Teamwork (PACT) Coding Reference

Please use the shortened description of each behavioral marker below as your reference while viewing videos.

Team Structure		identifies goals, assigns roles and responsibilities, holds members accountable
Behavioral marker	Definition	Example of Observed Behavior
1. Recognize LEADER	Team members recognize a leader.	Team members follow orders from one person.
2. Understand ROLE	Team members demonstrate understanding of role/responsibility.	Team members provide suggestions/feedback based on their professional training.
3. Understand TEAM GOALS	Team members demonstrate understanding of the team goals.	Team leader elicits team goals.
4. Refer to PROTOCOLS/CHECKLISTS	Team members refer to established protocols and checklists for the procedure/intervention.	Team members name a protocol/checklist (ACLS protocol) to follow.
5. Respond to potential ERRORS	Team members respond to potential errors or complications with procedures that avoid the error or complication.	Team members raise their concerns.
6. SHARE INFORMATION	Team members actively share information with each other.	Team members call out lab results.
Leadership		utilizes resources, delegates tasks and balances workload, conducts briefs, huddles, and debriefs, empowers members to speak freely
Behavioral marker	Definition	Example of Observed Behavior
7. Delegate TASKS	The team leader delegates tasks or assignments.	Team leader assigns team members appropriate tasks for their professional roles.
8. BRIEFS/HUDDLES/DEBRIEFS	The team leader conducts briefs, huddles, and/or debriefs.	Team leader asks team members to gather and share information.
9. AUTHORITY VS PARTICIPATION	The team leader assures maintenance of an appropriate balance between command authority and team member participation.	Team leader is receptive about team members' suggestions.
10. COLLECTIVE INPUT	The team leader makes final decisions after collective input.	Team leader asks for professional suggestions.
11. SPEAK UP	The team leader empowers team members to speak freely and ask questions.	Team members ask questions.
Situation Monitoring		includes patient/family in communication, cross monitors members and applies the STEP process, fosters communication
Behavioral marker	Definition	Example of Observed Behavior
12. STEP PROCESS	The team applies the STEP process when monitoring the situation. STEP process - Status of the patient, Team Members, Environment, Progress Towards Goal	Team leader informs the team when there is change in the care plan.
13. Attend to INDICATORS	The team encourages each other to attend to all significant clinical indicators throughout the procedure/intervention.	Team members alert the team when significant clinical indicators appear (e.g. patient stops breathing or loses consciousness).
14. Maintain SITUATION AWARENESS	Disagreements or conflicts among team members are addressed without a loss of situation awareness.	Team members resolve conflicts when designated team members monitoring patient's status.
15. PATIENT included	The patient/family is included in communication.	Team members ask questions and receive information about the patient from the patient/family.

Mutual Support		
advocates for the patient, resolves conflict using Two-Challenge rule, CUS, and DESC Script, works collaboratively		
Behavioral marker	Definition	Example of Observed Behavior
16. Acknowledge STATEMENT	Team members acknowledge statement directed at avoiding or containing errors or seeking clarification.	Team leader and/or members acknowledge team members' concerns verbally.
17. ALL PARTICIPATE	All members of the team participate in the activity.	All team members work on assigned tasks in a timely manner.
18. Call ATTENTION to error causing actions	Team members call attention to actions that they feel could cause errors or complications.	Team leader and/or members express concerns verbally.
19. ASK FOR HELP	Team members ask each other for assistance prior to or during periods of task overload.	Team members request other team members to perform tasks when help is needed.
20. CUS/Two-Challenge rule/DESC Script	Team members use the Two-Challenge rule, CUS, and DESC script to resolve conflict. CUS - <i>Concerned, Uncomfortable, Safety Issue</i> ; DESC Script - <i>Describe the specific situation; Express how the situation makes you feel; Suggest other alternatives; Consequences should stated in terms of impact on established team goals</i>	Team members bring up the same concerns more than once.
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		
Behavioral marker	Definition	Example of Observed Behavior
21. VERBALIZE activities	Team members verbalize their activities aloud when they are actively involved with the patient.	Team members say what they are doing to the patient with a volume that other team members can hear.
22. REPEAT BACK	Team members repeat back or paraphrase instructions and clarifications to indicate that they heard them correctly.	Team members repeat the assigned task from team leader and /or other team members.
23. HAND OFF	Team member A hands off the patient's case to team member B, and team member B assumes responsibility for the patient.	Team member A describes patient's situation and care plan to team member B.
24. SBAR	The team demonstrates efficient communication skills, including patient Situation, Background, Assessment, and Recommendation (SBAR).	When team members speak to a new member of the team or call for help, they describe patient Situation, Background, their Assessment, and Recommendation in the conversation.
25. Ask for CLARIFICATION	Team members ask questions of the team for clarification.	Team members ask team leader and/or other team members to explain their requests or assigned tasks.
26. CLOSED-LOOP COMMUNICATION	Team members demonstrate closed-loop communication such as check-backs.	Team members repeat back requested task to the leader or the team. After the requested task is done, team members come back and report to the leader or the team. (Task requested->Task repeated->Task completed->Task reported)