



TEAM

TEAMWORK EFFECTIVENESS ASSESSMENT MODULE



Instructions for Reviewing the Feedback Report

Your feedback report contains several kinds of data:

- Your self-assessment scores
- The scores your raters gave you
- Free-text comments from your raters on the specific teamwork behaviors in the survey
- General comments on their experience of working with you as part of a team

We recommend that you follow these steps:

1. In general, read over the entire report before coming to any conclusions about what it means.
2. Look at all the scores from the surveys, both from your self-assessment and from your raters assessments of your performance. Here are some questions to help you begin to analyze your scores:
 - On what teamwork behaviors do your raters score your performance highest? The lowest?
 - Do these highest and lowest scores indicate any particular areas where your performance is strong, or where it could be improved?
 - On what teamwork behaviors do your raters agree? Where do their assessments vary widely?
 - Do these variations reflect areas where your performance is perceived differently by various members of your team?
 - What teamwork behaviors show the greatest difference between your self-assessment and your raters' assessments?
 - Do these ratings indicate where you might over- or under- estimate your own performance?

3. Read through all the free-text comments, including those that relate to specific teamwork behaviors and the more general comments.
 - Are there any consistent themes or patterns?
 - Do these comments help you understand the ratings from the survey (i.e., by providing more detail or context)?
4. Discuss your analysis of the scores and comments with the person(s) you have selected to look at your feedback report.
 - Do you interpret the data in the same way, or do you see different things?
5. Look at the feedback report in the context of the setting where you and your raters work.
 - Remember that the hectic, fragmented nature of many healthcare institutions (such as hospitals) may make it difficult for physicians to collaborate with other professionals in effective interprofessional teams.
 - Is there anything specific about your hospital that may have influenced how your raters assessed your performance?
6. Think about what you can and cannot change about how you work with others in your hospital.
 - Remember that it is very appropriate to play to your strengths. Areas where you received high ratings and positive comments are just as important as areas where you received lower ratings and less positive comments.

When you have finished discussing the feedback report, please work together to answer the following questions. When you have written down your answers, please go back to your module to fill them in to complete the teamwork assessment.

1. Who did you select to help review this data, and why?
2. What process did you and your reviewer(s) use to review the report and understand what it means (for example, reading it together, reading it separately and comparing impressions)?
3. Were there specific sections of the feedback report that you focused on in particular (for example, the scores for each item, sample comments for each item, general comments, overall score)? If so, please describe which sections you focused on, and why.
4. What did you learn that was expected, or unsurprising? Why was it expected?
5. What did you learn that was unexpected, or surprising? Why was it surprising?

6. What did you learn that seemed irrelevant, or unimportant? Why was it unimportant?
7. What did you find that seemed noteworthy, or important? Why was it important?
8. Looking at all the feedback from the survey, including the comments, do you notice any overall themes or patterns? If so, what are they?
9. Thinking about the hospital where you work, and the way your work is structured there, are there any issues or factors that make interprofessional teamwork difficult (for example, lack of coordination between physicians' and nurses' schedules, patients spread throughout multiple units)? If so, what are they?
10. Still thinking about your work in the hospital, are there any factors or issues that facilitate interprofessional teamwork (for example, regular interprofessional rounding, good mechanisms for quick communication)? If so, what are they?
11. Still thinking about your work in the hospital, are there any specific departmental or hospital-wide initiatives related to teamwork? If so, please describe and explain how they do or do not affect your ability to work with other health professionals.
12. Still thinking about your work in the hospital, what are the aspects of interprofessional teamwork that you feel you can NOT improve on, and why (for example, because they are out of your ability to influence)?
13. Still thinking about your work in the hospital, what are the aspects of interprofessional teamwork that you CAN improve, and why? How important do you think it is to improve these?
14. Thinking about the aspects of teamwork you feel you CAN improve, what concrete steps will you take to improve on these in the next few months?
15. Thinking about these concrete steps to improve teamwork, how will you assess whether or not you are successful at improving these aspects of teamwork in the next few months?