

Coaches' guide to giving feedback

STEP 1 Set the stage

- Thank the team for letting you observe.
- Remind the team that the purpose of your observation and feedback is to improve patient care by enhancing their performance as a team.

STEP 2 Start with an open-ended question

Ask: "How did it go using the checklist?" or "How did it go today?"

These questions allow team members to say what is on their minds, making it easier for you to direct the conversation where you want it to go.

STEP 3 Share your observations using the 3-part question technique

State your **observation** in a specific, clear, and objective way.

"I saw..."

"The team didn't..."

"I noticed..."

Share your **opinion** on a specific behavior or action, and explain its importance.

"I think..."

"It's really important to..."

"I am pleased that..."

Ask a **question** that allows team members to reflect on what happened.

"Can you help me understand?"

"I am curious..."

"I wonder what you think happened?"

STEP 4 Motivate the team members by focusing on what they can do better

- Invite the team to identify and discuss what went well.
- Then ask the team to identify opportunities to improve, and discuss how to implement them in the future.

STEP 5 Close the session

- Ask team members if they would like to talk about anything else.
- Let the team members know how they can follow up if they have questions or comments.
- Thank the team.

Before Induction of Anesthesia

Use this form along with a copy of your facility’s checklist to record your observations, notes, and feedback for the surgical team.

Step 1: Checklist discussion items

- *On a copy of your facility’s Safe Surgery Checklist, mark each item that the team discusses.*
- *Use the space below to take notes about your observations.*

Step 2: Quality of discussion

After the discussion, please mark how well the checklist was used:

- Did the circulating nurse discuss *all* items when at least one other care provider was present?
 Yes Some, not all No
- Was the patient actively engaged in this discussion?
 Yes Somewhat No N/A
- Were the checklist items done from memory?
 Yes Some, not all None
- Did *every* team member that was present say something?
 Yes Some, not all No one
- Could the team have performed this section of the checklist better?
 Yes No

Step 3: What feedback can you give the team?

Reflect on what you saw the team do well or what they could have done better during the cases using the 3-part question:

| YOUR OBSERVATION | YOUR OPINION | YOUR QUESTION |
|------------------|--------------|---------------|
| | | |

Before Skin Incision

Use this form along with a copy of your facility's checklist to record your observations, notes, and feedback for the surgical team.

Step 1: Checklist discussion items

- *On a copy of your facility's Safe Surgery Checklist, mark each item that the team discusses.*
- *Use the space below to take notes about your observations.*

Step 2: Quality of discussion

After the discussion, please mark how well the checklist was used:

- Did someone in the room ensure *everyone* was ready to perform the checklist before starting the discussion?
 Yes Somewhat No
- Did *everyone* in the room come to a "hard stop"?
 Yes Some, not all No
- Did *every* person in the room introduce themselves?
 Yes Some, not all No one
- Were the checklist items done from memory?
 Yes Some, not all None
- Did *every* team member say something?
 Yes Some, not all No one
- Could the team have performed this section of the checklist better?
 Yes No

Step 3: What feedback can you give the team?

Reflect on what you saw the team do well or what they could have done better during the cases using the 3-part question:

| YOUR OBSERVATION | YOUR OPINION | YOUR QUESTION |
|------------------|--------------|---------------|
| | | |

Before Patient Leaves Room

Use this form along with a copy of your facility’s checklist to record your observations, notes, and feedback for the surgical team.

Step 1: Checklist discussion items

- *On a copy of your facility’s Safe Surgery Checklist, mark each item that the team discusses.*
- *Use the space below to take notes about your observations.*

Step 2: Quality of discussion

After the discussion, please mark how well the checklist was used:

- Did someone in the room ensure everyone was ready to perform this section of the checklist before starting the discussion?
 Yes Somewhat No
- If there was a specimen still in the room, did a team member read aloud the label on the specimen container?
 Yes No N/A
- Were the checklist items done from memory?
 Yes Some, not all None
- Was *every* team member paying attention to the discussion?
 Yes Some, not all No one
- Was the surgeon/proceduralist in the room for the entire discussion?
 Yes No
- Could the team have performed this section of the checklist better?
 Yes No

Step 3: What feedback can you give the team?

Reflect on what you saw the team do well or what they could have done better during the cases using the 3-part question:

| YOUR OBSERVATION | YOUR OPINION | YOUR QUESTION |
|------------------|--------------|---------------|
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