

Coder: _____

Date: _____

Simulation: 1st 2nd 3rd

Session: AM PM



Performance Assessment for Communication and Teamwork (PACT) – Long Form for experienced observers

Please score the team performance by circle the anchors in the scale.

Frequency scale:

Present (P) -The behaviors is present.

Absent (A) -The behavior is absent.

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

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 well.

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

Additional comments:

Behavioral Markers	Frequency			Quality				
Team Structure								
1. Team members recognize a leader.	P	A	NA	P	NI	S	E	NA
2. Team members refer to established protocols and checklists for the procedure/intervention.	P	A	NA	P	NI	S	E	NA
Leadership								
3. The team leader conducts briefs, huddles, and/or debriefs.	P	A	NA	P	NI	S	E	NA
4. The team leader empowers team members to speak freely and ask questions.	P	A	NA	P	NI	S	E	NA
Situation Monitoring								
5. The team applies the STEP process when monitoring the situation. STEP-Status of the Patient, Team Members, Environment, Progress Towards Goal	P	A	NA	P	NI	S	E	NA
6. The patient/family is included in communication.	P	A	NA	P	NI	S	E	NA
Mutual Support								
7. Team members ask each other for assistance prior to or during periods of task overload.	P	A	NA	P	NI	S	E	NA
8. Team members use the Two-Challenge rule or CUS to resolve conflict.	P	A	NA	P	NI	S	E	NA
Communication								
9. Team members verbalize their activities aloud when they are actively involved with the patient.	P	A	NA	P	NI	S	E	NA
10. Team members repeat back or paraphrase instructions and clarifications to indicate that they heard them correctly.	P	A	NA	P	NI	S	E	NA
11. Team member A hands off the patient’s case to team member B, and team member B assumes responsibility for the patient.	P	A	NA	P	NI	S	E	NA
12. The team demonstrates efficient communication skills, including patient Situation, Background, Assessment, and Recommendation (SBAR).	P	A	NA	P	NI	S	E	NA
13. Team members demonstrate closed-loop communication such as check-backs.	P	A	NA	P	NI	S	E	NA

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Scenario Type: Asthma Pediatric
 CHF SVT
 OB _____

After you observe the scenario, please record the 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

Domain Name	Global Quality					Comments
Team Structure	NIM	NIS	S	E	NEI	
identifies goals, assigns roles and responsibilities, holds members accountable						
Leadership	NIM	NIS	S	E	NEI	
utilizes resources, delegates tasks and balances workload, conducts briefs, huddles, and debriefs, empowers members to speak freely						
Situation Monitoring	NIM	NIS	S	E	NEI	
includes patient/family in communication, cross monitors members and applies the STEP process, fosters communication						
Mutual Support	NIM	NIS	S	E	NEI	
advocates for the patient, resolves conflict using Two-Challenge rule, CUS, and DESC Script, works collaboratively						
Communication	NIM	NIS	S	E	NEI	
provides brief, clear, specific and timely information, seeks and communicates information from all available sources uses SBAR, call-outs, check-backs and handoff techniques						