Three tools used by our health care providers to gather more information prior to, during and after a team event are briefs, huddles and debriefings. Anyone including the family and patient, can request these tools be used.

**Briefs** are held for planning purposes and essential team information is discussed.

A **huddle** is a tool for reinforcing the plan already in place.

**Debriefings** are held after an event so that vital team members can share information to improve performance.

---

**Tools used to gather information**

---
Good Teamwork is Important!

We believe that good teamwork is important when caring for you and those you love. Because of this, the physicians, nurses, respiratory therapists, and support staff have learned about and practice using teamwork skills everyday. The teamwork training program we use is called TeamSTEPPS. This stands for Team Strategies and Tools to Enhance Performance and Patient Safety. TeamSTEPPS was developed by the Department of Defense Patient Safety Program, in collaboration with the Agency for Healthcare Research and Quality. TeamSTEPPS optimizes patient outcomes by improving communication and other teamwork skills among healthcare professionals. You too can contribute to teamwork because YOU are an important part of our TEAM! We’d like to tell you about some of the teamwork communication skills you may hear us using and how you can participate.

**Check Back**

When a team member receives information from another team member they will repeat back what was heard to ensure that the instructions were clearly understood. You can do this too when you get important information about your care or your loved one’s care. You can repeat it back and ask “Did I understand that correctly?”

**CUS**

When important concerning information needs to be shared quickly, staff will remember to use the CUS words. They might say “I’m concerned, or I’m uncomfortable, or possibly “This is a safety issue”, in order to quickly get the rest of the team to focus on their concern. You can do this too when you have questions or want to share information and you don’t know the best way to start. You might say “I’m concerned about what you’ve explained to me.” “I’m uncomfortable with the plan because…” or even “This may not be safe.”