**Teamwork occurs when patient care teams coordinate their interdependent activities to achieve a common goal.**

Interprofessional teams provide safe and effective patient care in routine and unexpected patient care events when they:

* engage the right people
* communicate with each other
* share a common understanding of goals
* build teamwork and communication into the process
* organize resources to achieve goals
* adapt to changing circumstances
* know their responsibilities and their teammates’ responsibilities
* feel responsible for helping each other
* look out for one another and catch each others’ mistakes
* regularly reflect on team performance

**TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety)** provides a framework for improving communication and teamwork skills.

Leadership

* Designated and situational leadership
* Effective team leader skills
* Briefs, huddles, and debriefs

Communication

* Structured communication practices
* Callouts provide important information to all team members simultaneously
* Checkbacks verify information

Situation Monitoring

* Continuous assessment to identify and address changes in the situation
* Maintain a shared understanding of the situation and team goals
* Team members catch and correct each other’s mistakes

Mutual Support

* Offer and receive task assistance to ensure safe patient care
* Empower team members to speak up and advocate for patient safety
* Use CUS words (concerned, uncomfortable, safety issue) to safely express concerns
* Two challenge rule allows team members to “stop the line”