

Mayo High Performance Teamwork Scale

TABLE 1. Mayo High Performance Teamwork Scale

Use the following scale to rate the team on each dimension:

0	1	2
Never or rarely	Inconsistently	Consistently

Please rate conservatively. Most teams that have not worked extensively together do not consistently demonstrate many of the qualities described in the scale.

Always rate items 1–8.

- _____ (1) A leader is clearly recognized by all team members.
- _____ (2) The team leader assures maintenance of an appropriate balance between command authority and team member participation.
- _____ (3) Each team member demonstrates a clear understanding of his or her role.
- _____ (4) The team prompts each other to attend to all significant clinical indicators throughout the procedure/intervention.
- _____ (5) When team members are actively involved with the patient, they verbalize their activities aloud.
- _____ (6) Team members repeat back or paraphrase instructions and clarifications to indicate that they heard them correctly.
- _____ (7) Team members refer to established protocols and checklists for the procedure/intervention.
- _____ (8) All members of the team are appropriately involved and participate in the activity.

Items 9–16 may be marked “NA (not applicable)” if no situations occurred in which these types of responses were required.

- _____ (9) Disagreements or conflicts among team members are addressed without a loss of situation awareness.
- _____ (10) When appropriate, roles are shifted to address urgent or emergent events.
- _____ (11) When directions are unclear, team members acknowledge their lack of understanding and ask for repetition and clarification.
- _____ (12) Team members acknowledge—in a positive manner—statements directed at avoiding or containing errors or seeking clarification.
- _____ (13) Team members call attention to actions that they feel could cause errors or complications.
- _____ (14) Team members respond to potential errors or complications with procedures that avoid the error or complication.
- _____ (15) When statements directed at avoiding or containing errors or complications do not elicit a response to avoid or contain the error, team members persist in seeking a response.
- _____ (16) Team members ask each other for assistance prior to or during periods of task overload.