

EHR Teamwork Critical Incident Analysis and Solution Making Rubric

Team:

Rater:

Date:

RATING SCALE	1	2	3
Team Performance	Restricted	Limited	Functional
	Disrespectful, hierarchical, distractions, role confusion, No sharing of roles, No sharing of information, technical knowledge not evident, Incompetent with protocol	Role confusion leading to delay in solution finding, Some role confusion Delay in application of technical knowledge observed Incompetent with protocol	Members demonstrate characteristic of mutual trust, respect, open communication, Shared responsibility, and consensus. Timely application of technically proficient knowledge observed Competent with protocol
Team Performance Score			

	No opportunity or skills not appropriate	Skills and/or strategic information implemented inappropriately with restricted team performance	Skills and/or strategic information implemented inappropriately with limited team performance	Skills and/or strategic information implemented appropriately with limited team performance	Skills and/or strategic information implemented appropriately with demonstration of functional team performance	Skills and/or strategic information implemented appropriately with demonstration of effective functional team performance
	Not Relevant	Below Expectations	Fair	Good	Excellent	Extraordinary
Communication Rating Scale	0	1	2	3	4	5
1. Orient members – Team members are oriented to the critical incident and goal.						
2. Transparent Thinking – Team members “think aloud” to share perspectives of incident.						
3. Collegial Communication – Communication among team members is respectful.						
4. Feedback – Team members provide timely and constructive feedback.						
5. Conflict Resolution – Team members actively manage and resolve conflict.						
Communication Subtotals:						
	Not Relevant	Below Expectations	Fair	Good	Excellent	Extraordinary
Group Collaboration Rating Scale:	0	1	2	3	4	5
1. Team Structure – Team roles are assigned and working relationships established.						
2. Planning: Team discussed expectations and anticipated outcomes						
3. Values Team Members – Team members appreciate knowledge, opinions and skills of all team members						
4. Fulfill Team Role Duties – Team members function in assigned team role.						
5. Team Assistance – Members actively seek and offer assistance.						
Group Collaboration Subtotals:						

	Not Relevant	Below Expectations	Fair	Good	Excellent	Extraordinary
Evidenced Based Team Decision Making Rating:	0	1	2	3	4	5
1. Team Problem Solving – Team members review and clarify understanding of incident periodically, reinforce and assess approach to analysis.						
2. Share relevant information – Team members participate in collecting and sharing information relevant to investigating and solving the incident						
3. Prioritize – Team members demonstrates the ability to organize analysis, synthesis of data necessary to create solutions regarding the incident						
4. Time Management – Effective time management skills.						
Evidenced Based Team Decision Making Subtotals:						
	Not Relevant	Below Expectations	Fair	Good	Excellent	Extraordinary
Analysis of Critical Incident	0	1	2	3	4	5
1. Identifies Aspects of Incident – identifies important well-defined and ill-defined aspects of the incident						
2. Aware of Relationship between incident and context – expresses knowledge of principles related to the incident and to EHR standards and criteria						
3. Systematically works through incident – examines incident from different perspectives to assess potential alternatives						
Analysis of Critical Incident Subtotals:						
	Not Relevant	Below Expectations	Fair	Good	Excellent	Extraordinary
Creative Solution Making:	0	1	2	3	4	5
1. Uses general and fundamental concepts to frame solution – applies clinical knowledge and EHRs standards or criteria to frame solution						
2. Generates variety of alternatives - tests solutions against clinical and EHRs standards and criteria						
3. Solutions reflect multi-disciplinary perspectives – All users considered in solution, especially system						
4. Provides justifications for solutions - expresses confidence in proposed solution(s)						
Creative Solution Making Subtotals:						
OVERALL EHR TEAMWORK SCORE:						