Assessing Teamwork Behaviors with the Jefferson Teamwork Observation Guide (JTOG©) to Improve Patient-Centered Collaborative Practice

Team-based practice is largely recognized as the new standard of care; however, little research has demonstrated links between collaborative practice (CP) and improved patient experience and health outcomes. Care teams are often assessed by standardized quality metrics and patient satisfaction surveys that can be difficult to transfer to immediate quality improvement (QI) measures. New assessment strategies must incorporate the voice of the patient and support practice-based QI initiatives and team-based educational training. The JTOG© was created in response to these challenges and measures perceptions of team behavior in a real-time, accessible mobile format.

How is the JTOG© contributing to the care of complex populations and informing new care models?

The JTOG© is currently being leveraged to:

- Gather feedback from patients and caregivers (chosen support people) about their perceptions of team function in a variety of care settings at an urban teaching hospital
- Provide educational and practice teams with opportunities to identify specific areas for development informed by longitudinal quantitative and qualitative data reports
- Inform learner knowledge of collaborative practice competencies and skills
- Conduct a large-scale validation study of the patient version of the JTOG©

What’s next for the JTOG©?

- Developing the tool into a native mobile application to share it broadly with providers and educators seeking to enhance patient-centered care and to develop global teamwork benchmarks

Thomas Jefferson University, Center for Interprofessional Education (JCIPE)
Philadelphia, PA  Email: JeffCrtInterproEd@jefferson.edu  @JeffCIPE