### Crisis Management Behavioral Performance Markers

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<td>Minimally Acceptable Performance</td>
<td>Standard Performance</td>
<td>Good Performance</td>
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#### 1b. Orientation

Phase 1: 0 1 2 3 4 5

- Introduces oneself or enters flow of case
- Makes specific observations of patient status
- Seeks information from personnel and/or records
- Checks the operation of anesthesia equipment

Comments:

#### 2. Inquiry/Advocacy/Assertion

Phase 1: 0 1 2 3 4 5

- Inquiry is encouraged, & questions answered openly
- Crew members seek info from others & speak up with appropriate persistence
- Someone other than the main anesthetist assumes command when necessary
- Anesthetist(s) insists on suspension of surgery with appropriate assertiveness

Comments:

#### 3. Communications

Phase 1: 0 1 2 3 4 5

Phase 2: 0 1 2 3 4 5

- Crew members notify each other of necessary info
- Messages stated precisely and to specific individuals
- Crew members acknowledge communications and verify ambiguous communications
- Efforts are made to establish and maintain an open atmosphere
- Tone of voice is appropriate to the situation

Comments:
Scenario name __________. Tape ID or date _____________. Rater & date _____________.

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4. Feedback

Phase 1: 0 1 2 3 4 5
Phase 2: 0 1 2 3 4 5

- Errors in mgmt are identified & corrected
- Feedback addresses + as well as - performance.
- Is given & accepted objectively and nondefensively.
- Is given in appropriate manner & times

Comments:

5. Leadership/Followership

Phase 1: 0 1 2 3 4 5
Phase 2: 0 1 2 3 4 5

Note: This marker addresses the overall performance of the crew as a whole

Leader:
- The “hot seat” anesthetist takes command or delegates command to more qualified associate
- Help is called for as necessary; errs on side of calling for help
- The leader acts decisively (e.g. commits to declare emergency early vs. late)
- Coordinates activities of all crew; checks with crew about task status
- Stays free to direct except when necessary.

Followers:
- Identify the leader clearly
- Respond promptly; report task status periodically
- Work through leader most of time; exert leadership as necessary to backup “hot seat” anesthetist

Comments:

6. Group climate

Phase 1: 0 1 2 3 4 5
Phase 2: 0 1 2 3 4 5

- Crew and team members remain calm. Innapropriate behaviors are ignored or countered properly
- Atmosphere in the OR is relaxed but escalates as appropriate; group attention is focused on patient care
- Distractions are actively modulated (e.g. music is turned down or off when workload increases).

Comments:

7. Preparation/Planning/Anticipation

Phase 1: 0 1 2 3 4 5
Phase 2: 0 1 2 3 4 5

- Crew and team members are made aware of important plans
- Crew members identify milestones, abort points, and contingency plans & are ready for them
- Crew members prepare to escalate to more aggressive or complex therapies
- Event follow up takes place

Comments:

8. Workload distribution

Phase 1: 0 1 2 3 4 5
Phase 2: 0 1 2 3 4 5

- Crew or team members manage problems and execute tasks with appropriate priority.
- Tasks are assigned to specific, appropriately trained individuals
- Help is called for, when appropriate (errs on side of calling for help).
- Crew or team members report work overloads and recognize and report work overloads in others.

Comments:

9. Vigilance

Phase 1: 0 1 2 3 4 5
Phase 2: 0 1 2 3 4 5

- Demonstrates awareness of special characteristics of patient or situation.
- Monitors & cross-checks all sources of information
- Considers abnormalities to be real until proven to be false

Comments: