



RapidCheck™

Sustaining team performance during COVID-19

Part of the Cognitive Institute AlwaysChecking™ safety strategies

Building on our AlwaysChecking™ approach, Cognitive Institute has developed the RapidCheck model for operational team briefing and debriefing to assist you and your colleagues to maintain maximum performance during the time of the COVID-19 pandemic.

The model is designed to achieve two outcomes within the team to reduce risk:

- ensure situational awareness and informational, attitudinal and behavioural orientation is developed before commencing work, and
- at the end of time working together, there is an opportunity for reflection and to integrate lessons learnt into future work.

Using the Tool

In our view, the tool requires no training or orientation for successful use. However, we would pass on the following advice:

- Diversity of opinion and encouraging all team members to speak up increases the effectiveness of the tool, with the added benefit of increasing team resilience and the psychological safety of all.
- The tool is not designed for crisis or psychological debriefing purposes. We advise that should team members express, for those seeking to discuss psychological distress, an appropriate care and support response should be directed away from this operational/learning briefing and debriefing mechanism.

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RapidCheck™	Team Brief	Team Debrief
C Changes	What's new or could be different today?	Given today's experience, what do we want to change or be different the next time we work?
H Hindrances	What barriers or threat might interfere with high performance today?	What barriers did we encounter that we should change, escalate or factor in?
E Expectations	What behaviours do we all need to demonstrate to support each other and maintain performance today?	Did we see any behaviours that undermined our culture of safety and how do we avoid a repeat?
C Clarity	What areas of uncertainty do we need to address before we start work today?	Did any areas of uncertainty or confusion arise that we need to clarify before we work together again?
K KnowHow™	What have we learnt from recent experience that we need to keep front of mind today?	How do we learn from today to improve our performance in the future?

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We would encourage you to consider incorporating this model into the way you work. We believe all team members have a responsibility to ensure that lack of awareness of critical information or confusion around purpose or expectations, doesn't induce emotional distress at a level that would impact team performance – thereby putting patients and colleagues at risk.

Further information about the tool is available by watching Cognitive Institute's Sustaining Clinical Team Performance webinar recording available [here](#).

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Cognitive Institute is an international healthcare education provider that partners with organisations globally to share its KnowHow™ – knowledge, insights and experience – to equip leaders and their teams with non-technical skills to practise safer, more reliable and kinder healthcare.

For more than 20 years, Cognitive Institute has provided independent, professional advice and multi-disciplinary education to engage and support healthcare professionals to build cultures of safety and reliability. Cognitive Institute works with more than 250 healthcare providers worldwide including public and private hospitals, general practices, mental health services, community health centres, primary health care networks and major public healthcare districts.

Cognitive Institute is a wholly owned subsidiary of the Medical Protection Society (MPS), the world's leading protection organisation for doctors, dentists and healthcare professionals with more than 300,000 members globally. For more information about Cognitive Institute and its courses and programmes, visit cognitiveinstitute.org or contact enquiries@cognitiveinstitute.org