Understand Changes in the Game Plan

Make sure you're fully aware of how the plan has changed, why it has changed, and what your role is now.

Here's how ...

- Listen to your care team's explanations of how the game plan has changed and why.
- Ask questions about the new game plan and your role in it.
- Repeat the new game plan back to the care team to make sure you didn't misunderstand. Your care team should confirm that your understanding is correct.

Provide your Perspective

When something doesn't feel right, you should tell the members of your care team. The more they know, the more they can help.

Keep them informed ...

- Share all information, even things that seem incidental, with your care team.
- Raise concerns immediately.
- Repeat the concern again at least once, and include: the **C**oncern; why it makes you **U**ncomfortable; how it may be a **S**afety issue.

Your TEAM UP Checklist

Team Together

- ☐ Choose to be an active member of your care team.
- ☐ Invite persons close to you to be members.
- ☐ Follow the TEAM UP steps.

Educate Yourself

- ☐ Ask members of your care team to repeat their names and explain their roles.
- ☐ Know the plan for treatment and your role in it.
- ☐ Write it all down.

Ask Questions

- ☐ **S**ituation: What is going on with my care now?
- ☐ **B**ackground: What information do I need to understand the situation?
- ☐ **A**ssessment: What are the options to consider?
- ☐ **R**ecommendations: What is going to be done?

Manage your Medications

- ☐ Provide a list of medications (*prescriptions, over-the-counter, and herbal remedies*).
- ☐ Write down what medications are prescribed and why.
- ☐ Read each medication's label carefully.
- ☐ Alert the care team if a medication label does not match what was prescribed.

Understand Changes in the Game Plan

- ☐ Listen to how the game plan has changed.
- ☐ Ask questions.
- ☐ Repeat the new game plan back to the care team.

Provide your Perspective

- ☐ Share all your feelings with your care team.
- ☐ Raise concerns immediately.
- ☐ Repeat the concern and include: the **C**oncern; why it makes you **U**ncomfortable; how it may be a **S**afety issue.

For more information about how you can actively participate in your healthcare, talk to your care team today or check online at: http://www.health.mil/dodpatientsafety

TEAM UP is a patient engagement effort funded by the Department of Defense (DoD) Patient Safety Program as part of its TeamSTEPPS® initiative. TeamSTEPPS (Team Strategies & Tools to Enhance Performance & Patient Safety) was developed by the DoD Patient Safety Program in collaboration with the Agency for Healthcare Research and Quality (AHRQ). (http://teamstepps.ahrq.gov).

The goal of TeamSTEPPS is to produce highly effective medical teams that optimize the use of information, people, and resources to achieve the best clinical outcomes for their patients.

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TEAM UP

For your Care!

Patient Safety

Be an active member of your healthcare team

Department of Defense Patient Safety Program

Team Together

TEAM UP with the members of your care team and get involved in the decisions that affect you.

Your first steps ...

- Recognize the importance of your role on your own care team and choose to be an active member.
- Invite family, friends, or persons close to you to be members of your care team too.
- Read this pamphlet and follow the TEAM UP steps to get more involved in your health care—Now!

Educate Yourself

While getting care, you may interact with many people—each with their own role in delivering your care.

Make it your business to keep track of things ...

- Ask members of your care team to repeat their names and to explain their roles.
- Know what the course of treatment is for your care. Think of it as a game plan designed just for you and make sure you understand the plan and your role in it.
- Write it all down.

Physician_____

Nurse_____

Ask Questions

Make sure you can answer these questions ...

- Can I identify my **S**ituation or what is going on with my care now?
- What **B**ackground information do I need to understand the situation?
- What is the **A**ssessment or the options to consider?
- Do I know what my care team's **R**ecommendations are for the next steps?

Manage your Medications

To receive the full benefits of your medications, you should understand what each medication is and what it is prescribed for, as well as any possible side effects.

Follow these steps ...

- Give the care team a list of medications that you take and when you take them—don't forget to include over-the-counter medications and herbal remedies.
- Write down newly prescribed medications and why each is ordered for you.
- Read each medication's label carefully.
- Alert the care team immediately if a medication label does not match what was prescribed.