“CUS-ing” at Hilton Head

A Patient Safety Initiative

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WHY we CUS

- Needed a tool for staff to use when patient safety is at risk

- Standardized language for all to understand
Where did CUS come from?

- **CUS’ing** adapted from the South Carolina Safe Surgery Initiative and the SC TEAM STEPPS initiative

- Uses special words that indicate that there is a problem and...
  - Both the sender and the receiver understand these words!
WHAT is CUS-ing

- “I am Concerned”
- “I am Uncomfortable”
- “STOP” this is a Safety Issue

- Escalating verbiage to make another aware of an impending problem
HOW We Implemented

- Leadership buy-in ESSENTIAL!!
  - Support from the “top”

- MANDATORY FOR ALL PATIENT CARE PROVIDERS
  - Not more than 30 minutes

- Everyone is on the “same page”
HOW We Implemented

- Required Training for all Care Providers
  - Staff watched “The Josie King Story”
  - Discussion followed video including:
    - Importance of listening and speaking up
    - Sharing of personal experiences
    - Identifying barriers to speaking up
    - Providing solutions to overcoming barriers
  - Senior Team member in attendance at every class
- Training presented to the Medical Executive Committee
What were our objectives?

- To sensitize staff to their impact on patient safety
- To focus on listening to families and patients
- To speak up when recognizing potential for medical error
- To introduce a standardized method of communicating patient safety concerns.
Visual Aid: The “CUS” card

Team STEPPS

Please Use CUS Words
but **only** when appropriate!

- I am **Concerned**!
- I am **Uncomfortable**!
- This is a **Safety Issue**

STOP!
Introduced the STOP the LINE Policy

- Leadership support evident to staff with the introduction of the Stop the Line Policy featuring CUS communication.
FEEDBACK

- Staff are comfortable that there will be no repercussions if they stopped a clinician.
- If their concerns were incorrect there will be no repercussions, as promised by the Leadership.
- Endorsed by Leadership as evidenced by their presence at the meeting.
- “Saves” are reported and staff are recognized for their contributions.
Thank You

- Questions?
- Comments?
- Concerns?