

## What is Cusp?

CUSP is...

A **staff-driven** unit-based safety team focused on reducing patient harm.

A **flexible model** for safety improvement that is sustainable and can be used for preventing harm in multiple areas.



## The CUSP Vision

- We treat each **patient** we care for the same way we would want our family members treated – we do not accept *any* preventable harm as an option
- We don't settle. Our safety culture empowers us to achieve excellence in patient safety and quality. We believe in our power to speak up when we have safety concerns and we share this belief with others.
- We keep an eye on our systems, with the goal of designing and improving systems that support us in the aim of delivering safe, quality care.
- We see defects as opportunities for continuous learning, and as a **TEAM**, we tackle these opportunities because together we are stronger.
- We see **patients and family members** as part of our care teams, because we know that safe, quality care demands their involvement.

## CUSP Team

CUSP Coordinator	<ul style="list-style-type: none"> <li>• Helps spread and sustain CUSP program across organization</li> <li>• CUSP subject matter expert</li> </ul>
CUSP Facilitator	<ul style="list-style-type: none"> <li>• A helper and enabler whose goal is to support others as they achieve exceptional performance</li> </ul>
CUSP Champion	<ul style="list-style-type: none"> <li>• Works to ensure that the vision of CUSP is translated into action</li> <li>• Ensures all staff members are engaged in CUSP work</li> </ul>
Senior Executive	<ul style="list-style-type: none"> <li>• Active member of CUSP Core Team</li> <li>• Partners with team members in achieving goals, and developing problem-solving and leadership skills</li> </ul>
Provider Champion	<ul style="list-style-type: none"> <li>• Models' leadership for the CUSP team</li> <li>• Demonstrates commitment to the program by actively participating in CUSP work</li> </ul>
Unit Manager	<ul style="list-style-type: none"> <li>• Works with staff to initiate new policies and procedures</li> <li>• Represents staff concerns in communications with leaders</li> <li>• Ensures concerns are aligned with organizational goals</li> </ul>
Frontline Staff Members	<ul style="list-style-type: none"> <li>• Unit staff member, pharmacist, physical therapist, patient safety officer, patient and/or family member, social worker, environmental services, etc.</li> </ul>

## The Framework

CUSP Phase	Minimum Timeframe	Actions
Pre-CUSP (Planning)	3-4 months	<ul style="list-style-type: none"> <li>• Assess Safety Culture</li> <li>• Identify a CUSP team</li> <li>• Attend CUSP Workshop</li> <li>• Senior Executive Orientation</li> <li>• Create a 12-month CUSP meeting schedule</li> <li>• Conduct Pre-Kickoff Meeting with CUSP Core Team</li> </ul>
Implementation (Go Live)	12 months	<ul style="list-style-type: none"> <li>• CUSP Step #1: Science of safety training</li> <li>• CUSP Step #2: Identify defects</li> <li>• CUSP Step #3: Kickoff meeting with Executive and core team</li> <li>• CUSP Step #4: Learn from Defects</li> <li>• CUSP Step #5: Improve teamwork and communication</li> </ul> <p>It is critical during this phase to send the message that all staff own patient safety!</p>
Sustainment	Ongoing	<ul style="list-style-type: none"> <li>• Continue to identify defects</li> <li>• Continue to learn from defects</li> <li>• Complete scorecard</li> <li>• Share stories</li> <li>• Orient new staff to CUSP and learning from defects</li> </ul>

Note: All CUSP teams will have access to the CUSP toolkit, which includes a number of tools and suggestions to overcome any barrier and challenge the team may face.

## Examples of Our CUSP Projects

- Lab Specimen Double Check
- Neonatal Hypoglycemia Protocol
- Handoff Tool

