Comprehensive Unit-Based Safety Program (CUSP)

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**
  - Helps spread and sustain CUSP program across organization
  - CUSP subject matter expert
- **CUSP Facilitator**
  - A helper and enabler whose goal is to support others as they achieve exceptional performance
- **CUSP Champion**
  - Works to ensure that the vision of CUSP is translated into action
  - Ensures all staff members are engaged in CUSP work
- **Senior Executive**
  - Active member of CUSP Core Team
  - Partners with team members in achieving goals, and developing problem-solving and leadership skills
- **Provider Champion**
  - Models’ leadership for the CUSP team
  - Demonstrates commitment to the program by actively participating in CUSP work
- **Unit Manager**
  - Works with staff to initiate new policies and procedures
  - Represents staff concerns in communications with leaders
  - Ensures concerns are aligned with organizational goals
- **Frontline Staff Members**
  - Unit staff member; pharmacist, physical therapist, patient safety officer, patient and/or family member, social worker, environmental services, etc.

Examples of Our CUSP Projects

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

The Framework

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<tr>
<th>CUSP Phase</th>
<th>Minimum Timeframe</th>
<th>Actions</th>
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| Pre-CUSP (Planning) | 3-4 months | - Assist Safety Culture
- Identify CUSP Team
- Attend CUSP Workshop
- Senior Executive Orientation
- Create a 12-month CUSP meeting schedule
- Conduct a New Staff Meeting with CUSP Core Team |
| Implementation (Co-Strive) | 12 months | - CUSP Step #1: Screen for safety issues
- CUSP Step #2: Identify hazards
- CUSP Step #3: Develop a High Risk Process and care team
- CUSP Step #4: Issue Final Defects
- CUSP Step #5: Implement framework and communication |
| Sustainment | Ongoing | - Continue to identify defects
- Continue to have their defects
- Complete seasonal
- Share stories
- Develop new staff to CUSP and learning from defects |

Note: All CUSP teams will have access to the CUSP toolkit, which includes teaching tools and suggestions for overcoming any barriers and challenges the team may face.