

CUSP

Comprehensive Unit-Based Safety Program Manual

Guidance for Smaller Hospitals

(Hospitals without ICUs and/or those who rarely insert central lines)

Even though the initial focus of this project is central line blood stream infections, CUSP is an extremely valuable tool for improving a hospital's culture of patient safety and is applicable to both large and small hospitals. While your employees may rarely insert central lines, or maybe they never do so, your hospital can still participate and benefit from the terrific communications and process improvement tools.

Listed below are the key CUSP activities (pulled from the CUSP manual). We've made some suggestions for small hospitals and separated the required tools from the optional ones under the tools section. In addition, we've provided guidance on what you will need to report to MHA Care Counts. Finally, we've repeated the timeline at the end of the important dates for phone calls.

Pre-CUSP work: (no later than August 12 and as soon as possible):

- All hospitals should complete appropriate paperwork, including Care Counts Data Registration and Data Use Agreement (you will be reporting the team checklist if not the CLABSI data).
- Download the CUSP manual from www.onthecuspstophai.org.
- Complete the Technology and Exposure Survey.
- Select a unit – If your hospital doesn't have an ICU, perhaps you could select the emergency department or the nursing unit as your focus. Pick an area that you believe could use some improvement.
- Select a team – Choose your team members. There are suggestions about the composition of the team that may not fit your facility depending on the number of employees you have in that unit, so you need to list those that are appropriate. However, all teams should have a nurse manager (who may or may not be the project leader) and physician on the team, along with a hospital executive (which may be your CEO).
- Have team members mark their calendars with the important dates for phone calls and Webinars (see dates below).
- Have team members participate in immersion calls and select one call for the Hospital Survey of Patient Safety training Webinar and the Care Counts Data Entry Training webinar.
- Following training on Hospital Survey of Patient Safety, have all unit members complete HSOPS Survey.

Within one month of starting CUSP (prior to September 16 kick-off meeting at Alabama Quality Forum):

- Have all members of the unit watch the Science of Safety Training Video and read the transcript of Sorrel King's speech to the IHI conference. At the end of the video, distribute the Staff Safety Assessment Form and tell staff where to send the completed sheets.

Tools you can use:

The kit offers a number of tools that could be helpful, and each hospital should evaluate them and determine which ones would be beneficial.

There are several tools that are mandatory for participation in the project. These include:

- Team check-up tool (to be collected monthly on the MHA Care Counts site)
- Staff Safety Assessment (ongoing tool to be used by all staff to identify potential problems)
- Learning from Defects & Case summary form – It is suggested that hospitals do these once a month. Depending on the size of your unit, you may want to do this once every two months or once a quarter.

Tools which are recommended, but not required. You should use the results of your Culture of Patient Safety Survey to determine which tools would work best depending on the issues you need to address. On page 10 of the CUSP manual, there are additional details on these forms, along with guidance on using them. The manual suggests adopting three of these tools per year; however, if you are short on staffing, you can adopt two the first year and then add to it the second year and/or substitute.

- Daily goals checklist
- Morning briefing
- Observing rounds
- Shadowing another professional
- Physician call list
- Culture Check-up Tool (useful once teams receive HSOPS reports)

Important dates to put on your team members' calendars:

- Project overview – July 8
- Science of Safety – July 15
- CLABSI elimination – July 22
- CUSP – July 29
- Team building – August 5
- Physician engagement – August 12

Participate in one of the following Care Counts Data Entry Training Webinars: Aug. 16, 19, 23 and 26.

Participate in one of the following Hospital Survey of Patient Safety training Webinars :
Aug. 30 and 31 and Sept. 9 and 10.

Participate in CUSP kick off at Alabama Quality Forum, Sept. 16.

Reporting to MHA/Keystone's Care Counts:

All hospitals will need to report monthly their team check up form. This is done online, and there will be training about it during the immersion calls.

Hospital units that cannot track CLABSIs due to patients being transferred out of the facility are not required to submit CLABSI data for the CUSP project.