

# Unit-Based Patient Safety Program

## CUSP - Flowchart

Cultural Survey  
Stage 1

Unit is Identified

**Conduct Cultural Survey**

Survey Results Compiled

Automated Program Feedback

Safety Education  
Stage 2

**Educate Staff on Science of Safety**

*Throughout the program presentations, examples, simulations, audio/video are directed at individuals based on their role.*

Identify Issues  
Stage 3

**Identify Staff's Safety Issues** with Safety Issue Form

Results shared with Safety Committee (including Leader and Executive) for review.

Any issues identified that require immediate attention are addressed thru normal channels.

Handling Issues  
Stage 4

**Safety Committee meets** to discuss/prioritize issues and review progress of ongoing projects.  
Senior Executive Participation

Committee chooses issues to elevate to **Projects**. Assigns a Project Leader for each project.



**Make Improvements  
Stage 5**

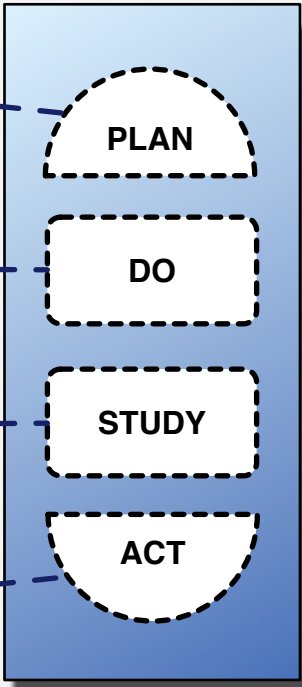
**Project Leader forms a Team** to achieve the goals of the **Project**.

Teams develop plan to address the issue, including process changes, timing, milestones, units of measure, goals, etc.

Solutions are implemented.

Results are measured and documented.

Measured results reveal whether improved process is effective.



**Share Stories  
Stage 6**

**Share Stories**

Stories accumulated for reference by Institute participants, based on each Organization's level of comfort.

Process is cyclical beginning with Identifying Issues. Issues are Active, De-Activated, or elevated to Projects.

**Cultural Survey  
Repeat Stage 1**

**Repeat Cultural Survey** after a designated period of time (usually 6 months).

Survey Results collected analyzed and compared internally and externally.