CUSP Tools Revision

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1 Background

The purpose of this project is to develop an appropriate schedule for regular evaluation and revision of the JHM Comprehensive Unit-Based Safety Project (CUSP) Tools and CUSP Ambulatory Tools and to develop a workflow process to guide each stage of a tool's evaluation and revision. Implementation of planned, scheduled tool evaluation and revision is essential to providing CUSP teams with up-to-date, evidence-based, best practice guidance on how to maximize the quality and impact of a unit's safety project(s) (AHRQ, n.d.; AIPSQ, n.d.).

2 Objectives

- To create an inventory of all tools currently being developed or in use.
- To develop and implement a formal workflow process and timeline for evaluation and revision of CUSP Tools and CUSP Ambulatory Tools.

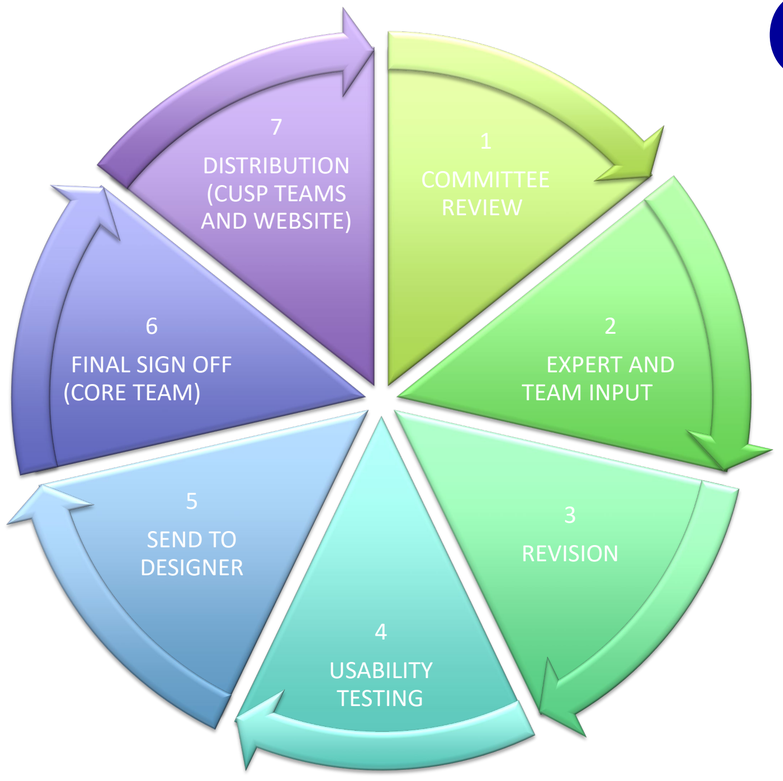
3 Methods

We examined the workflow process guiding newly developed tools from inception to publication and adapted this process to tools already in use for evaluation of their effectiveness and stages of revision. We considered the stages of expert/committee input, modification, usability testing, and marketing that would be needed to make the revision process sustainable.

CURRENT CUSP TOOLS

Name	Description	Revision Date	Priority for Revision	Process Step	Contact
CUSP Phaseline	Checklist of essential steps at 3 project phases (Pre-CUSP, Implementing CUSP, and Sustaining CUSP)	June 2014	Completed by RW		RW
CUSP Roles and Responsibilities	List of core CUSP team members, their ideal qualities, and questions to assess effectiveness	June 2014			RW
Board Checklist	List of core tasks to be achieved/completed by board members				RW
Case Summary	Worksheet for identification of safety tips and rule, and analysis of system failures, opportunities for improvement, and future actions				RW
Conducting a Morning Meeting	Explanation of basics of morning brief and daily form to guide briefing, provide essential patient information, and identify current/potential issues				RW
Culture Assessment: A Guide for CUSP Coordinators	Start-up guide for CUSP coordinators to locate or obtain culture assessment data				RW
Culture Check-Up Process	Guide for how to conduct a culture check-up and culture item discussion form				RW
Daily Goals Checklist	Sample patient care plan to focus caregiver's tasks and safely move patient toward discharge				RW
Executive/Senior Leader Checklist	***Additional list of core tasks to be achieved/completed by board members (repetitive w/ board checklist) ***				RW
Learning from Defects	Form to guide structured analysis of and response to defects via identification of system factors and planning and sustaining improvements				RW

Snapshot of CUSP Tool Inventory to track stage of revision for CUSP tools



CUSP Tool Revision Workflow Process

COMMITTEE REVIEW
1) Determine appropriate core team members to review the tool.
2) Review feedback on tool from CUSP members since last revision. Determine areas in need of revision (e.g., format, ease of use, content).

EXPERT AND TEAM INPUT
1) Determine appropriate team members to review the tool.
2) Contact each expert/team member and request feedback on tool from CUSP members since last revision.
3) Determine areas in need of revision (e.g., format, ease of use, content).

USABILITY TESTING
1) Determine select group of teams or individuals to test tool and appropriate time-frame for testing.
2) Distribute to testing group with instructions to implement the tool over a set time-frame and consider areas of improvement.
3) Contact testing group at end of set time-frame to EITHER 1) collect standardized feedback form or 2) schedule and attend meetings to discuss tool usability and needed improvements.
4) Review testing group feedback and contact testers for follow-up questions/clarification on suggested improvements.

REVISION
1) Determine which suggested improvements to accept.
2) Implement selected improvements.

SEND TO DESIGNER
1) Determine whether tool requires additional design features outside of standard features checklist.
2) Send to designer with standard features checklist and request for additional features.

FINAL SIGN OFF
1) Distribute tool to sign-off committee with instructions to respond with approval or suggested revisions or concerns within a set time-frame.

DISTRIBUTION
1) Upload to website.
2) Distribute copy of tool to all CUSP champions for individual distribution to CUSP teams at scheduled meetings.
3) Post copy of tool on all units.

4 Results

- Implementation of a standardized schedule and process for regular CUSP Tool revision and redesign will require the input and commitment of a team of core CUSP experts.
- Formation of a CUSP Tools subcommittee (CUSP experts) who will meet regularly will aid in adherence to the standardized CUSP Tool revision schedule.
- Each CUSP Tool will require advancement through a series of pre-determined stages, each requiring completion of a set of specified tasks.
- CUSP Tools team must plan for redesign of CUSP website to improve user experience when seeking CUSP toolkit.

5 Expected Conclusions

Implementation of a standardized schedule and process for CUSP Tool revision and redesign will:

- Promote the use of evidence-based, best practice tools in the design, implementation, and evaluation of safety projects;
- Ensure user feedback is incorporated into the revision of current tools and development of new tools, thus improving user experience and likelihood of use; and
- Increase confidence in CUSP toolkit reliability to maintain high quality tools, guides, and resources.

6 Future Directions

Goals for the CUSP Tools Revision project are to: (1) enact a CUSP Tool revision schedule, (2) implement efficient workflow processes to enable tool development, (3) implement a feedback system for users of published tools to inform the next round of revisions, and (4) create an infographic to be posted at institutions utilizing CUSP to drive quality improvement teams to the new and improved tools.

7 References

1. Armstrong Institute for Patient Safety and Quality. (n.d.) CUSP Tools and Resources. Retrieved from http://www.hopkinsmedicine.org/armstrong_institute/training_services/workshops/cusp_implementation_training/cusp_guidance.htm

2. Agency for Healthcare Research and Quality. (n.d.). CUSP toolkit. Retrieved from https://www.ahrq.gov/professionals/education/curriculum-tools/cusptoolkit/index.html

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