

Pennsy CUS+E: Improving Safety Through Effective Communication

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Abstract Background Information: Based on feedback from nurses, ancillary support teams, anesthesia providers, and surgeons, an opportunity was identified to enhance communication after safety concerns were raised in the perioperative setting. The CUS+E (Concerned, Uncomfortable, Safety, Explanation) project was implemented across Perioperative Services to enhance patient safety and improve staff communication. Based on the TeamSTEPPS model, the CUS+E framework provides a structured approach for staff to escalate safety concerns in real time. By adding an "Explanation" component, the initiative encourages two-way communication, ensuring staff feel heard and understand the rationale behind clinical decisions.

Objectives of Project: The project's primary objectives are to foster a culture of safety, improve the comfort level of staff in raising concerns, standardize responses to safety concerns, and reduce adverse events by addressing potential safety risks before they escalate.

Process of Implementation: A comprehensive training program was developed and delivered to all staff, with additional resources such as posters, digital tools, and leadership support to reinforce the initiative. QR codes were implemented as a feedback tool, allowing staff to easily report safety concerns and track how issues are resolved.

Statement of Successful Practice: Initial phases focused on increasing awareness of the CUS+E model, followed by ongoing support and socialization efforts to ensure its integration into daily practice. Early feedback from QR code data as well as the CUS+E champions group have been used to assess engagement and measure the impact of the initiative on patient safety and communication.

Implications for Advancing the Practice of Perianesthesia Nursing: By empowering staff to speak up and fostering a collaborative environment, the CUS+E project aims to transform safety culture and improve outcomes in Perioperative Services. Future expansion to other departments is being considered based on its success in promoting safer, more effective communication.