

TeamSTEPPS Video Debrief Guide: CUS and Teach-Back on Inpatient Medical Unit

Video Objective

To demonstrate the use of CUS and Teach-Back techniques to ensure patient safety.

TeamSTEPPS Tool or Concept

CUS Tool and Teach-Back Method.

Brief Video Description

An interdisciplinary medical/surgical team is treating a non-English-speaking patient. A concern is raised regarding the patient's level of alertness due to medication.

Discussion Questions

1. At the beginning of the video, what did the nurse do to express her concern?
2. How did the use of the Spanish interpreter improve communication between the patient and the healthcare team?
3. How was the Teach-Back Method used in the video?

Discussion Answers

1. The nurse used "CUS" words with the team to address a patient safety concern. She is not interrupted, and the team displays attention with good eye contact:
 - I am **C**oncerned.
 - I am **U**ncomfortable.
 - This is a **S**afety issue.
2. The interpreter ensures there is no miscommunication or misinterpretation of vital information. The interpreter allows the patient and family to listen and ask questions without concerns about misinterpretation.
3. The physician had the patient repeat back, in her own words, her medication changes. This technique was used to ensure the patient had clearly understood the instructions. There was ample time for both the patient and the family member (patient's daughter) to ask questions.

Lessons Learned

- Use the CUS technique to raise issues around patient safety with clinical team members.
- Use the Teach-Back technique to ensure patient understanding; use interpreter resources when language is a barrier.