

TeamSTEPPS Video Debrief Guide: CUS and SBAR in Rural Community Clinic

Video Objective

To demonstrate how CUS is used to ensure patient safety and showcase the SBAR communication technique.

TeamSTEPPS Tool or Concept

CUS, SBAR.

Brief Video Description

In a busy clinic that serves underrepresented populations, patient safety is addressed using CUS and SBAR to clearly communicate among team members.

Discussion Questions

1. Which team members should have authority to “stop the line”?
2. How should team members respond to a “stop the line” request?
3. How was SBAR used to communicate concerns?

Discussion Answers

1. In a culture of safety, any team member can stop the line. The clerk uses the key words in **CUS** to:
 - Emphasize **concern**.
 - Communicate being **uncomfortable**.
 - Identify a **safety** issue.
2. The nurse’s collegial attitude is a nondefensive response. She listened to her teammate’s concerns and acted on his recommendations. This team prioritized patient well-being over their own work demands.
3. The clerk concisely communicates his concerns using **SBAR** by:
 - **S** - clearly describing the **situation** (missing information on form).
 - **B** - providing **background** information (patient speaks Spanish).
 - **A** - giving his **assessment** (language barrier is unsafe).
 - **R** - making **recommendations** for action (revise the schedule and obtain a medical translator).

Lessons Learned

- All team members should be empowered to stop the line.
- Team communication is enhanced by strategies such as CUS and SBAR.
- Patient safety is always a priority.