

CUSP Tool: Assessing Physician Contact Information

PROBLEM STATEMENT:

Nurses and other personnel could improve the efficacy of communication when patient care needs arise if nurses know the correct paging information.

WHAT IS ASSESSING PHYSICIAN CONTACT INFORMATION?

Assessing physician contact information is a teamwork and communication tool to objectively assess and improve 1) nurses knowledge of who is on call, and 2) what their correct paging number is and, 3) a method to develop an accurate physician pager list for bedside caregivers.

PURPOSE OF TOOL:

The purpose of this tool is to provide a structured approach to assist health care providers improve the effectiveness of nurse to physician communication when using the paging system. Understanding who to call and what their contact information is an important part of providing timely care in a unit. Communication is a root cause of many patient adverse events including delays in care. This tool is to be used to assess current knowledge of contact information from bedside providers, assessing accuracy and developing a list to be used for the clinical day

WHO SHOULD USE THIS TOOL?

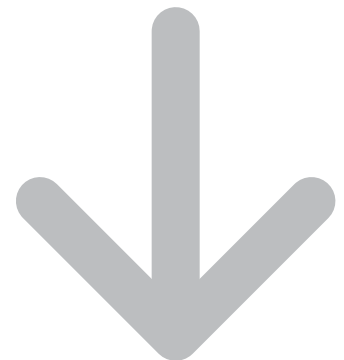
- Charge nurses, nurse managers who make patient assignments and are responsible for the entire patient population and staff within the inpatient unit.
- Physicians providing care to patients.

HOW TO USE THIS TOOL:

Complete this tool daily at the beginning of each shift.

ASSESSMENT

- I. Ask each bedside nurse to identify the physician to contact for patient care needs with pager information.
- II. Assess the accuracy of the information. Are there patients being treated by the same physician? Is the contact information the same?



PHYSICIAN PAGER LIST

ROOM	PHYSICIAN PROVIDER/SERVICE	PAGER IDENTIFIED	CORRECT	UPDATED INFORMATION
		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	
		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	
		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	
		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	
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		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	
		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	
		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	
		<input type="checkbox"/>	YES <input type="radio"/> NO <input type="radio"/>	

- III. Follow up with physician/service to obtain the correct information?
- IV. List any special limits to their coverage (i.e. 10-18:00 covered by Dr Smith at 5-5555).
- V. Post the updated list and let each nurse with misinformation know the correct contact information.