

# TeamSTEPPS Video Debrief Guide: CUS for Diversity, Equity, and Inclusion in Maternal Health

## Video Objective

To demonstrate an example of how to speak up, using a TeamSTEPPS technique.

## TeamSTEPPS Tool or Concept

CUS: I am Concerned; I am Uncomfortable; This is a Safety Issue.

## Brief Video Description

Ms. Roberts presents to her primary care clinic with symptoms of preeclampsia about a week and a half after giving birth. Her provider makes several assumptions and minimizes Ms. Roberts' symptoms. Her nurse is concerned and uses CUS words to speak up.

## Discussion Questions

1. Was Dr. Matthews' treatment of Ms. Roberts influenced by his implicit biases? Why?
2. What elements of implicit bias are evident in this scenario?
3. The nurse is concerned about the patient, but also her job. To eliminate maternal health disparities, she uses CUS to advocate for her patient. Have you experienced this type of conflict personally?
4. Have you witnessed discrimination or bias against a patient? If yes, briefly describe.

## Discussion Answers

1. Possibly. Dr. Matthews is from a different generation and of a different race. His experiences and upbringing could have contributed to biases.
2. Assumptions about lack of prenatal care, fatigue, family history.
3. Discussion with participants using their examples of conflict.
4. Discussion with participants of their experiences in witnessing discrimination.

## Lessons Learned

- How to use CUS words to express safety concerns in a professional way.
- The importance of recognizing possible biases and how to advocate for patients despite the biases.

