**Accountable Care Unit™**

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**Our Accountable Care Unit™**

**What:** ACUs™ are unit based teams of professionals consistently responsible for the clinical, service, and cost outcomes we produce.

**Why:** To bring the entire health care team together at the bedside at the same time everyday to develop a shared mental model of our patients’ plans of care.

The ACU™ is a place where patients, families, and hospital professionals support each other and proactively exchange perspectives to keep our patients safe and comfortable.

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**Designed for Interdisciplinary Teams**

**How:** Through transparent sharing of critical information to move patients safely through their hospitalization.

**Pillars of the ACU™:**

1. **Unit-based teams** – our physicians, nurses, and allied health colleagues share dedicated time, space, and focus to care for our patients through trust, collaboration, and mutual accountability.

2. **Patient-centered teamwork** – Patients are at the center of Structured Interdisciplinary Bedside Rounds (SIBR)™, and other formal handoff procedures.

3. **Unit-level performance** – we share responsibility for our ACU outcomes.

4. **Partnered-management** – our nurse and physician leaders work as true partners to achieve the best outcomes possible for our patients, families, and the professionals in our workplace.

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**Designed for Safety**

**SIBR™** and other structured daily communication helps our ACU™ overcome threats to quality & patient safety.

**Deficits in Situation Awareness** – we integrate information and trends to recognize risk states or patients drifting off-course.

**Diagnostic Error & Normalization of Deviance** – we question original assumptions and unexplained abnormalities.

**Clinical Inertia** - we initiate or intensify therapy when indicated.

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**Structured Interdisciplinary Bedside Rounds™**

1. **Introduction:** 1-2 minutes to review patient’s critical data
2. **Update current status:** 3-5 minutes
3. **Integrate information:** 5-10 minutes
4. **Diagnose error:** 5-10 minutes
5. **Integrate care:** 10-15 minutes

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**Slippery Slope**

**Resilient**

- **Foresight**
- **Coping**
- **Recovery**

**Brittle**

- **Prevent predictable adverse events**
- **Detect & avert deterioration**
- **Respond to frank deterioration**

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**The Attributes of the ACU™**

- **Shared Mental Model for Teamwork**
- **Standardized Communication Protocol**
- **Collaborative Cross Checking**
- **Quality-Safety Checklist**
- **Interdisciplinary Plan of Care**
- **Standardized SIBR™ Training & Certification**
- **Situational Awareness**
- **Culture of Safety**
- **Formation of Professional Relationships**

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