

Huddles

The problem is:

Each day medical practices must juggle a number of priorities and unexpected situations. Working as a team to mitigate risks allows care givers to ensure each patient has an exceptional, high quality experience.

Source: AHRG

You need to know:

Team huddles are short, daily meetings that last no more than 10 minutes. Huddles enable a team to anticipate care needs and special situations, so that members of the care team can support each other throughout the day.

For the relatively small amount of time invested, huddles provide a variety of benefits. They improve individual and collective accountability and allow time to focus on care coordination.



Track your progress

Measure the number of daily huddles completed in a week. Trend this over time.

Measure the time spent on daily huddles. Commit to 10 minutes or less.

Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.



Here's what you need to do...

The key to a successful huddles are structure and focus... four things teams can do:

- Be consistent with the time and location – typically at the beginning of the workday
- Implement a standard agenda – use a visual management board
- Use a timer to stay on task – 10 min and 10 min only
- Encourage the team to stand during the meeting, to keep the conversation brief

Share problems and solutions

[SAMPLE HUDDLE CONVERSATION]



Good morning! Let's huddle for 10 minutes before our first patient.

Are there any issues we should know about today?

Sharon needs to finish her session early today so we reassigned her last patient.

Anything you are concerned about after doing patient pre-charting?

A number of patients need the flu vaccination today.

My 10:00 patient needs a Spanish translator.

I'll be sure to have the translation line ready for you.

Great job everyone

Let's keep the conversation going through the morning so we can stay on schedule.

