

Policy and Procedure

Supersedes:		Policy Number:	
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Subject:	Team Huddles		
Department(s):	Nursing	Current Effective Date:	
		Last Review Date:	
		Original Effective Date:	
		Next Review Date:	

Purpose:

To provide Clinic Huddle Guidelines and Rules for productive huddles

Policy:

To encourage daily huddles in an effort to improve communication and work flow.

Procedure:

A. Huddle Guidelines

1. Implement “huddles” in outpatient clinics as part of our Daily Continuous Improvement to facilitate a culture centered on safety and excellence.
2. Include two key questions in every huddle discussion:
 - a. What do we need to know that will adversely impact or delay patient care today?
 - b. Did any unsafe conditions occur yesterday that should be reported?
3. Participants will practice effective, open and honest communication with each other.
4. Huddles will be conducted at least 1-2 times a week, preferably before clinic starts.
5. Integrate huddles into daily work flow similar to shift report out.
6. Huddle should eventually include a member from each discipline, including physicians and Department Staff.
7. Huddles may involve the following key roles: Registration, Lab, PCT, RN, Financial Counselor, Scheduling, Technician, Departmental Administrative Assistant, Pharm D, PA, Physician, etc.

B. Designate a Huddle Champion who will be responsible for the following:

1. Choose time/place for huddle and communicate to all team members
2. Complete and submit the Communication Form
3. Lead Huddles according to the following guidelines:

C. Huddle Rules

1. Limit huddles to 7 minutes or less and start/stop on time-stress timeliness of attendance to all members.
2. Choose a consistent day, time and place for the huddle. Hold the huddle in a central location and stand rather than sit.
3. All members are equal – leave rank outside of huddle. Set a positive tone – suggest opening with request for wins.
4. Reporting is respectful of others, open and honest, fair and just. Ask ‘what happened’ instead of ‘who made the mistake.’
5. Designated team members should be prepared to review pertinent pieces related to their job duties
6. Maintain ‘huddle folder or binder’ on site with blank forms. At week-end, staple completed Communication Forms to Summary form and retain in folder/binder.
7. Ask recommended “safety” questions during every huddle (See Communication Form)

References:

None

