

ACTION BRIEF: F323/F689

Effective Team Huddles

HIGHLIGHTS: Overview of Effective Team Huddles

- Identification of effective team huddles
- Huddle Checklist
- Huddle outcomes
- Getting the right people on the bus for huddles

REVIEW & ACTION: Daily Team Huddle Implementation

Effective Team Huddles:

- ✓ Do it every shift, every day, and make it the normal routine.
- ✓ Every team member is important and has a designated role. Foster team relationships and have everyone contribute to the huddle.
- ✓ Never leave the status quo. Always aim to improve quality and care services.
- ✓ Should only last 5-15 minutes. Be brief and straight to the point. Short and effective.
- ✓ Should start at a consistent time each shift, every day, that is appropriate for the workflow during that time period.
- ✓ Should always happen at the same spot that is in an appropriate area where HIPPA can be kept intact.
- ✓ Make it a priority.
- ✓ Ensure team alignment for better resident care and outcomes.
- ✓ Engage the workforce through communication improvement and team culture development.
- ✓ Identify areas, issues, concerns that may require extra time and/or assistance in order to properly care for the resident(s).
- ✓ Prepare and educate team members for resident, staff, equipment, and vendor changes.

Huddle Checklist: (15 minutes or less)

- ✓ Team check in. What’s going on? Staffing Issues?
- ✓ Resident appointments – when/where/items needed.
- ✓ Special resident needs – Nothing by mouth (NPO), Urinalysis (UA), Intake and Output (I&O), etc.
- ✓ Admissions – who, what, when, where, why, how.
- ✓ Transfer/Discharges – who, what, when, where, why, how.
- ✓ Hospice, therapy, specialized services.
- ✓ Doctor visits/rounds.
- ✓ Share a resident compliment or a team member doing something “extra”.
- ✓ Share practice, policy and procedure changes, and important reminders.
- ✓ End on team focused positive note – Thank everyone for being present/on-time/participating.

Huddle Outcomes:

- ✓ Create a template or checklist to keep what is important a priority at each huddle.
- ✓ Information gleaned from huddles can be used to allocate and prioritize work based on resident and team needs each day.

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- ✓ The team becomes more flexible and can adapt to changing needs of resident(s) through group planning and decision making.
- ✓ Foster team culture that is strong and dependable.
- ✓ Are brief discussions that focus on the plan of action for the shift/day.
- ✓ Foster ongoing improvements.
- ✓ Show results that add value to the huddle and the individual team members.
- ✓ Quality improvement needs and important announcements are recognized.

Getting the Right People on the Bus:

- ✓ Everyone is focused, timely, and present for every huddle.
- ✓ Huddle leader(s) provide positive reinforcements for the success of the huddle and a culture of cultivating teamwork.
- ✓ Ensure the huddle starts/ends on time, every time.
- ✓ Encourage all team members to participate.
- ✓ Leadership must be engaged, on-time, and prepared for the huddle discussion.
- ✓ Team members should be open to constructive feedback in order to improve huddles and become effective.

TIPS

- Foster teamwork and support across all teams.
- Be consistent and concise.
- Seek to continuously improve.
- Value input from all team members.
- Make it a priority.
- Encourage communication and update care plans as resident needs are identified and change.
- Everyone is an integral part of facility success.



RESOURCES: Additional Materials to Help You

- [Implementing a Daily Team Huddle](#) – AMA Article
- [Huddle Tip Sheet](#) – Pioneer Network
- [Implementing Post-Fall Staff Huddles](#) – University of Massachusetts Amherst
- [Huddle Up for Patient Safety](#) – American Nurse Today Article
- [Effective Huddles and Debriefs: How to Facilitate Learning at the Frontline](#) – UNMC
- [Integrating the Requirements of Participation into Your Community Morning Meeting/Routine Monitoring Practices/Audits/QAPI Process](#) – ahcancalED Presentation