How to Huddle

How are your days going? Well organized, good flow, hectic? Do you go home on time or are you late? Do you feel stressed?

Purpose of Huddles

How they work

- Everyone on team attends (provider, RN, MA, Care Coordinator, receptionist?)
- 5 to 7 minutes long
- Follow an agenda
- Appoint someone to facilitate
- Have everyone stand
- Use huddles to reinforce the culture you want to create
- Remember to bring your sense of humor and fun to huddles

Morning Huddle

- Review schedule – any changes?
- Who is doing what for patients?
- Supplies/information needed and available?
- Any follow-up necessary re: hospital discharges, labs, consultants?

Mid-Day Huddle

- How is it going?
- Schedule changes?
- Who needs help?

What would are the pros and cons of doing a huddle?

- Pros – better flow for patients and staff, get out on time, know where you could squeeze someone in, better prepared, staff less stressed and patients less stressed, communicate challenging patients, cover for each other

- Cons – a bit of time, be organized

How confident on a scale of 1 to 10 do you feel that you can try huddles for a week?