	Care Team Huddles	STANDARD OPERATING PROCEDURE
		Policy Ref:
Enacted: 9/14	Owner: Chief Medical Officer	Revision Date: 7/19

Printed copies are for reference only. Please refer to the electronic copy of this document for the latest version.

OVERVIEW:

To provide guidance for Care Teams around the purpose, frequency, and topics for care team huddles.

RESPONSIBILITY:

Site Administrator: Develop and support the infrastructure for daily huddles.

Designated Facilitator: Lead the huddle, ensuring all key topics are covered.

All Care Team Members: Participate in daily huddles.

PROCEDURE:

Care team huddles are vital for communicating between care team staff, ensuring patient coordination of care and flow for the day goes as smoothly as possible. Huddle structures may vary across sites due to facility and staffing differences. The best practice model includes adding a weekly all staff huddle updates along with the individual care team huddles.

Frequency, Location, and Duration

Huddles take place at least every morning in the care team workplace (pod) or location most appropriate at the site. Provider's scheduling templates include a slot blocked at 8:00 am for huddles, which typically take form 5-15 minutes.


Topics:

The following are topics that should be covered, not necessarily in this order.

- Congratulations, birthdays, other good news
- Staff schedule: vacations, appointments, meetings
- Staff assignments: coverage for staff out of the office
- Acute care access:
 - Where on the schedule can patients be added/double-booked?
 - Who can fill those slots (Front desk, RN, MA)
 - Who is working the flu/vaccination/pap/other focused clinic that day?
- Patients:
 - Special needs such as behavioral health or case management
 - Recently seen in the ER and needing follow up
 - Admitted to or discharged from the hospital and needing follow up
- Other Topics:
 - Medication shortages, broken equipment, other workflow-related information
 - From Web Portal, Huddle News, Provider Newsletter or other source
 - Reminders: improvement projects, current PDSA and other.

Participants

Care Team Huddle participants consist of both clinical and non-clinical staff who are responsible for the wellbeing of a panel of patients: providers (medical and behavioral health), medical assistants, nurses, case managers, clerical support. Larger all-staff huddles include all employees.

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REFERENCES:

Scheduling SOP

ASSOCIATED DOCUMENTS:

None

KEYWORD TAGS:

Huddles, Care Team, Communication