

# Use your huddles to collect input

## Three approaches to take team huddles to the next level

1



*Mercy*

*Split-level huddles*

### **Cancer leadership**

- 15-minute weekly meetings
- Strategic and project updates

### **Unit level**

- 15-minute weekly meetings
- Share leadership updates, review huddle board items, address staff concerns
- Provide forum for staff to give feedback and ask questions

2



*Cone Health*

*Horizontal/vertical huddles*

### **Horizontal**

- Main source of staff ideas for Advisory Council
- Council champions report updates on staff ideas

### **Vertical**

- Weekly huddles for each physician team (MD, APP, RN, Clerical)
- Review upcoming weekly schedule, discuss unusual patients, explain physician rationale for care decisions

3



*Fairview*

*Tiered huddles*

### **Escalating tiers**

- Four tiered 15-minute huddles to quickly elevate front line input
- Discuss operational readiness, collect frontline input, identify issues
- Use standard form to callout and effectively triage issues
- Leaders commit to acting on input within 24 hours



## CASE EXAMPLE

# Mercy

- 45-hospital health care organization based in Chesterfield, Missouri
- 2,100 analytic cases
- Employed medical oncologists and surgeons, independent radiation oncologists; Epic EHR
- ▶ Mercy holds two different levels of meetings for leadership and staff to provide a space for feedback and discussion of staff ideas
- ▶ Topics covered in these meetings include: current projects; safety; supplies; Model of Care; community events; Stewardship (productivity and financial); innovations
- ▶ Leader level huddles take place weekly, disseminating the above information; managers take updates back to their respective teams
- ▶ Unit huddles take place weekly with all staff in a given unit and go through any updates from the leader level huddle; they can be called immediately in reaction to a specific event



## CASE EXAMPLE

# Cone Health

- Multi-hospital, not-for-profit health system based in Greensboro, North Carolina
  - 3707 analytic cases
  - Hospital employed physicians, Epic EHR
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- ▶ Cone Health runs two types of huddles to address challenges, increase interpersonal relationships, and create a space for dialogue that matches the patient journey
  - ▶ Daily horizontal huddles are quick, frequent, and have a consistent format; they are used to gather ideas for the Advisory Council and share updates on staff projects
  - ▶ Weekly vertical huddles are held by different levels and teams segmented by physician, they serve as a way to improve planning and increase coordination by keeping different teams in contact with all parts of the care plan



## CASE EXAMPLE

# Fairview

- Not-for-profit academic health system based in Minneapolis, Minnesota
  - Epic EHR
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- ▶ CEO launched a daily huddle system in January 2018 based on AutoLiv's system for quickly elevating frontline input
  - ▶ Four tiered 15 minute huddles ensure operational readiness, detect and correct abnormal conditions, and build system readiness by 10am
  - ▶ Leaders commit to initiating action on input within 24 hours of receiving it