

POLICY & PROCEDURE



TITLE: Huddles				
Scope/Purpose: To identify opportunities to create capacity to do today's work today. To anticipate and prepare for the patient's needs in advance. To keep everyone informed and to be prepared to provide optimum patient care for that day.				
Division/Department: All HealthPoint Clinics			Policy/Procedure #:	
Original Date: 8/7/2014			_X_ New ___ Replacement for:	
Date Reviewed:	Date Revised:	Implementation:	CPIC Approved:	Board Approved:
October 2015		October 22, 2015	October 22, 2015	
Responsible Party: Operations Officer; Administrator of HealthPoint Initiatives				

DEFINITIONS:

N/A

POLICY:

It is HealthPoint's policy to anticipate and prepare for patient visits in advance through huddles in order to provide optimum patient care that is both efficient and of the highest quality.

PROCEDURE:

1. Huddles

- a. Huddles will be held daily either in the morning or afternoon
 - i. The clinic manager or designee will gather the teams together. Each care team will meet for approximately 10 minutes. The care team includes the provider, medical assistants/nurses, front office staff at a minimum. The care team will review the schedule and complete the Huddle Checklist.
 - ii. Huddle Checklist
 1. Prep
 - a) Print out the schedule
 2. Check in with team members
 - a) Is anyone on the team out/planning to leave early?
 3. Review of the schedule
 - a) Are there any openings that can be filled? Any special instructions for scheduler?
 1. Inform front office staff.
 - b) Where do we have openings that can accommodate emergencies?

- c) Are there any scheduling conflicts?
 1. Devise plan to resolve.
4. Review of patient flow
 - a) Which patients may slow things down? (i.e. wellness exams, complex patients, translation needs, etc.)
 1. If so, be aware of potential backlog
 - b) Have appropriate templates/HPI mini-templates been pulled in?
 1. Chronic Conditions (diabetes, hypertension, depression, hyperlipidemia, obesity, etc.)
 2. Acute Conditions (abdominal pain, UTI, respiratory conditions, etc.)
 3. Physical or wellness visits
 - c) Acknowledge patients with active alerts and plan to address AT LEAST ONE
 - d) Any equipment or supply needs?
5. Wrap Up
 - a) Review any action items
 - b) Did huddles start and stop on time?
6. Care Team fill in, sign and date the Huddle Checklist, and turn in to the clinic manager.

RELATED POLICY:

The Practice Team

REFERENCES:

REQUIRED BY:

2014 PCMH Standard 2: Team-Based Care
Element D: The Practice Team
Factors: 3

ATTACHMENTS/ENCLOSURES:

Huddle Checklist

