

HUDDLES

Definition of a Huddle:

A brief meeting of patient care team to increase efficiency and access in the office setting

Length of Huddles:

5-10 minutes

When does the Huddle take place?

At regularly scheduled time, usually before first patient of the day

How many days of the week does the Huddle take place?

Every work day

Who attends the Huddle?

Providers and Care Team Coordinators; Patient Admission Representative, RN, and Behavioral Health Consultant if available

Who leads the Huddle?

The huddle is led by a Care Team Coordinator from the Core team

Where does the Huddle take place?

Co location space

What are some of the benefits of the Huddle?

Helps build team culture

Enhances communication between core team members

Prepares staff for patient visits allowing for anticipation of patient needs

Allows for planning of day, identifying spots for additional patient access

Reviews potential staffing issues in the clinic for the day

What topics are addressed in the Huddle?

Review the scheduled patients for the day, allowing the team to anticipate possible needs of these patients

Discuss plan to assist providers who have only one Care Team Coordinator that day.

Care Team Coordinators determine patients they will be involved with to allow for continuity of care

Identify and prioritize significant care gap needs

Identify patients who may be candidates for RN education (diabetes/hypertension)

Identify patients who may need Extended Care Team involvement

Identify opportunities for additional patient access for that day.

Identify patients who repeatedly no show appointments who are on that day's schedule

Ensure medical records from outside facilities are available for the appointment