

AAP Team Huddles

DRAFT 5/20/13

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VISUAL

AUDIO

1 FADE FROM BLACK

2 FADE UP TO

Music In

KEY NCMHI LOGO

KEY TEXT: **Team Huddles**

3 ANIMATED TEXT ON SCREEN

High-quality patient care, a seamless work flow, organized, efficient.

4 TALENT ON GREEN SCREEN

These are words we would all **like** to use to describe our medical practice, and they **are** the words that describe what can happen when team huddles are incorporated **into** a practice.

5 TALENT ON GREEN SCREEN

KEY TEXT

**TEAM HUDDLE :
REGULARLY
SCHEDULED SHORT
MEETINGS**

The term “team huddle” literally means regularly scheduled short meetings for a practice team. The main goal is to improve your team’s ability to work together to ultimately enhance the quality of patient care.

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6 TALENT ON GREEN SCREEN

Team huddles provide a way to proactively address patient, scheduling and practice issues. They are helpful in keeping staff members informed and serve as a strategy for ongoing review of your operations.

7 KEY TEXT **A MEDICAL HOME PROVIDES A TEAM-BASED APPROACH TO CARE**

Team huddles are an important part of the patient- and family-centered medical home because a medical home provides a team-based approach to care in partnership with patients and families.

8 CUT TO A TEAM HUDDLE IN ACTION

A medical home uses a team-based approach to care. It is led by pediatricians or family physicians and will likely include nurses, nurse practitioners, physician assistants, medical assistants, office staff, parents and caregivers, among others.

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| 9 | IMAGE BLURS

KEY TEXT

PARTNERS WITH FAMILIES

PROMOTES CHILD'S WELL-
BEING | A pediatric medical home works with families to enhance their child's well-being, including physical and mental health. Families are essential members of the medical home team. |
| 10 | TALENT ON GREEN SCREEN | One strategy to building an effective medical home that uses a team-based approach is to introduce team huddles into your practice. A practice may have more than one designated team, but each team generally includes the clinicians and staff involved in caring for a set of patients on a given day. |
| 11 | CUT TO STAFF WALKING UP
TO START A TEAM
HUDDLE | Invite the entire team and hold a meeting every day to go over the day's schedule. Reviewing the schedule can highlight who has availability for additional patients, or which staff members are out sick or on vacation for the day. This can be especially helpful to reception staff when scheduling appointments. |

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12 ANIMATE TEXT

**TEAM HUDDLES HELP:
ADDRESS
CHALLENGES ADJUST
SCHEDULES**

BEFORE THE DAY BEGINS

In addition, talking about the daily schedule gives employees an opportunity to address challenges related to acute care visits, sick visits , same day appointments, or complex patients who require extra time for their visit. These discussions allow staff to make the necessary schedule adjustments or other changes **before** the day begins.

13 TALENT ON GREEN SCREEN

Huddles are also useful as a strategy to ensure that everyone on the team is aware of what may have happened with a patient since his or her last visit.

14 TALENT ON GREEN SCREEN

KEY TEXT:
**CONSULTATIONS ,
HOSPITALIZATIONS ,
EMERGENCY ROOM ,**

For example, were there any specialty consultations, hospitalizations, or visits to the emergency room for acute care?

15 TALENT ON GREEN SCREEN

KEY TEXT: **RESULTS IN
BETTER
ORGANIZATION**

Team huddles also help practice teams anticipate specific patient or family needs for the day, which will result in better organization.

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16 TALENT ON GREEN SCREEN

KEY TEXT: **TESTING ,
IMMUNIZATIONS ,
REFILLS , CHARTS -
UP TO DATE**

For example, your staff can determine whether any testing, immunizations or prescription refills will be needed or if lab results and specialty consultation reports are in the patient's chart and ready for their visit.

17 TALENT ON GREEN SCREEN

Being more organized can lead to higher quality of care for patients and allow pediatric clinicians to use clinical guidelines more effectively during patient visits.

18 TALENT ON GREEN SCREEN

As a result, patient outcomes, care coordination and overall safety improve.

KEY TEXT **IMPROVE**

19 TALENT ON GREEN SCREEN

Organization also enhances patient, family **and** staff satisfaction. Families appreciate a well-organized practice, and staff members feel important being an integral part of a high functioning team.

KEY TEXT **ENHANCE**

20 TALENT ON GREEN SCREEN

Plus, improved organization and communication enhance the work environment.

KEY TEXT **ENHANCE**

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21 TALENT ON GREEN SCREEN

In fact, there are several ways that team huddles enhance the work environment for staff members.

22 TALENT ON GREEN SCREEN

They promote open communication and allow time to address staff shortages due to illness, vacation or emergencies.

KEY TEXT **OPEN
COMMUNICATION
ADDRESS STAFF
SHORTAGES**

23 CUT TO STAFF TALKING
ABOUT A TASK

Huddles also give team members the chance to have a brief conversation about sharing a particular task or responsibility that day or to give quick updates on operations and business functions that may impact patient care or workflow for that day.

24 TEAM LEADER TALKING TO
STAFF ABOUT BENEFITS
OF A HUDDLE

If you are considering starting team huddles in your practice, talk it over with staff members and clinicians in your practice. Be sure to explain how huddles can improve the ability to work together effectively.

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25 TALENT ON GREEN SCREEN

Also be sure to explain how team huddles can also improve the overall performance and workflow of the practice, as well as patient satisfaction.

To start, it may be helpful to begin with a small group and expand it over time, as necessary.

26 TEAM WALKS IN AND GATHERS IN A HUDDLE

When you are ready to hold team huddles, plan ahead! Figure out what works best for your practice and hold team huddles at a specific time each day.

27 TALENT ON GREEN SCREEN

Consider whether it would be better for your practice to hold them in the morning before patients arrive or at the end of the day to prepare for the next day's activities?

28 SHOW HUDDLE IN SESSION
SOMEONE LEADING, ANOTHER
TAKING NOTES

Create a standard agenda to structure your huddles and consider designating one person as the leader and another person to take notes.

29 SHOW WIDE SHOT OF HUDDLE
IN A CENTRAL LOCATION

Be sure to hold huddles in a central and consistent location. And, limit the amount of time spent on team huddles to less than 15 minutes. Once huddles become routine, you may be able to accomplish your goals in as little as 5 minutes.

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| 30 | CLOSER SHOT OF HUDDLE | It's important to emphasize that these are "working meetings" but that they will be kept brief. |
| 31 | TALENT ON GREEN SCREEN | Also, establish a clear set of expectations and objectives and communicate these at the start of the huddle. |
| 32 | TALENT ON GREEN SCREEN | Encourage everyone to communicate openly and honestly and stress that everyone's input is an important part of the huddle and is appreciated. |
| 33 | TALENT ON GREEN SCREEN | The focus should be on the daily activities and events for the practice, not on resolving business or operational procedures. |
| 34 | SHOW TEAM REVIEWING SCHEDULE | Be sure that someone brings the schedule for the day and, if possible, provide easy access to patient charts or electronic health records. |

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35 DISCUSSION ENSUES ABOUT
ONE CHALLENGE

Ensure that someone is responsible for checking the schedule for patients who may require a longer appointment or accommodations because of special needs or other challenges, designate someone to help with that patient, and make schedule adjustments if necessary.

36 TALENT ON GREEN SCREEN

Also, decide who is responsible for checking the schedule for patients who will need a translator or interpreter.

37 TALENT ON GREEN SCREEN

KEY TEXT ...

38 TALENT ON GREEN SCREEN

KEY TEXT
**AVAILABLE FOR
REVIEW**

Ensure that information, such as lab and test results, is available for review during the huddle. This would also be a good time to check for medical supplies that will be used for patient tests or procedures.

CHECK SUPPLIES

ANTICIPATORY PLANNING

And remember that during your team huddles, you have done anticipatory planning for each patient visit that will be shared with the patient and family when they arrive to assure that it is consistent with their needs. Flexibility and responsiveness are essential.

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39 TALENT ON GREEN SCREEN

Team huddles can be useful to every practice. Give this approach a try! There are so many benefits to incorporating team huddles and it really can be a win-win situation for both your practice and your patients and families.

40 TALENT ON GREEN SCREEN

KEY TEXT

For additional information, access the resources and tools available from the National Center for Medical Home Implementation.

ADD WEB ADDRESS

HERE :

[HOMEINFO.ORG**](http://WWW.MEDICAL</u></p></div><div data-bbox=)**

41 TALENT ON GREEN SCREEN

KEY **NCMHI LOGO**

The National Center staff is available to support you and your practice in working to ensure that every child and youth, including those with special health care needs, has access to a medical home.

42 FADE TO BLACK

Music up and out