

Implementing Daily Care Team Huddles: Process

1. Daily care team huddle:
 - A short (5-15 minute) meeting conducted mid-way through your shift.
 - The purpose is for information sharing and problem solving. It is a time to think out loud, share ideas and figure out solutions as a team.
 - It brings together those care providers who are closest to the situation to shape the solution to problems or concerns.
2. Team leaders (RNs and LPNs) meet with health care aides (HCAs) in small groups and ask them to list both strengths and weaknesses of communication, supervision/leadership and collaborative decision making on the unit and in the facility.
3. Describe the Responsive Leadership Intervention and list the purpose, goals and outcomes of the program.
4. Tell the HCAs what you are asking of them...to participate in daily care team huddles.
5. Ask four important questions:
 - Describe the perfect huddle.
 - What needs to occur in order for you to feel that attending huddles are worth your time and effort?
 - What is the best time for huddles to occur during your shift?
 - Where is the best location for huddles to occur?
6. Based on the answers to these questions, create a “huddle vision statement” that will be posted on the unit and should be incorporated into the leadership training.
7. Tell the HCAs that you will be returning to the unit/facility and will use the huddle vision statement to assess how the huddles are going. You will be finding out from them whether or not all items in the vision are being achieved.