

Collaboration

By practicing expert communication skills, functioning as a member of a team and working to enhance the team's functioning to benefiting caring.

Huddles Lead to Optimal Outcomes

Several units incorporated daily huddles in their practice to improve communication and patient safety while promoting employee engagement. These efforts led to efficient quality improvements.

Pediatric Emergency Department Huddles

Throughout the past year, the Pediatric Emergency Department's staffing plan has evolved resulting in many different work shifts with limited staff overlapping during the morning shift change when staff meetings have normally been conducted. This change led to a lack of awareness and communication among the team, leaving consistent messaging only being communicated electronically. Daily huddles were performed along with a weekly huddle information sheet being distributed highlighting wins, recognitions, new practices, clinical issues, safety concerns and reminders. The new format encourages ongoing discussions among all team members and helps promote new approaches. Huddle items are collected the week prior from various team members. The goal for this pilot is to facilitate smaller organizational changes and provide reminders each week enabling more time to be dedicated for guest speakers and team development during staff meetings. Monthly huddle recaps are issued in an effort to highlight key points.

According to employee surveys, daily huddles have facilitated the following improvements:

