

# Collaboration

## MSICU Huddles

MSICU staff members were surveyed 90 days after initiating huddles, and 86 percent of them felt it was a beneficial process for improving communication.

“There was resistance when the huddles were first implemented as many staff stated they would be too busy to interrupt care to attend,” said Emily Shaver, BSN, RN. “I realized the effectiveness of the huddles when I noticed our nurses took an active role encouraging their peers to attend and were able to recap what was discussed the week before.”

MSICU huddles last anywhere from five to 15 minutes providing an opportunity for staff to discuss solutions for relevant issues, promote evidenced-based practices, changes in policies and patient safety concerns.

## Outpatient Ambulatory Clinic Huddles

The Outpatient Ambulatory Clinics implemented huddles as a component of daily continuous improvement in an effort to facilitate a culture centered on safety and excellence. Each huddle includes two key questions:

What do we need to know that will adversely impact or delay patient care today?

Did any unsafe conditions occur yesterday that should be reported?

“Huddles have certainly improved our communication and teamwork among our clinic areas,” said Gayle Wadford, MSN, MBA, RN. “We have been able to address several issues that have been concerning us for quite some time just by bringing to light the issues we were having and forwarding the concerns to the appropriate people. To be quite honest, huddles have decreased frustration because there is always an avenue to voice issues when they arise so they can be addressed in a timely manner. We have managed to gain support for huddles since we have been able to show we are listening and will strive to remedy any issues that are uncovered by the process.”