Guidelines

Start time: 0830
Length: 5-10 minutes
Place: Hallway by Time Clock

Purpose: To communicate important information between departments to develop a Shared Mental Model; including, but not limited to, significant changes in the day, decreased/increased staffing, known down-time, anticipated barriers to patient safety, departmental needs, etc. Our goal is to increase intradepartmental communication, heighten hospital-wide awareness, enhance our Teamwork culture and make patient safety a priority.

Who attends: One person from each department, anyone from the department, preferably not always a supervisor (this will enhance our concept of teamwork by the regular interaction between senior leadership and all levels of hospital staff), and not always the same person.

Information to share: Changes that may affect other departments, specific to that day; important operation and safety issues, staffing variances, supply or drug information, equipment information, facility or construction info, deadlines, high-risk non-routine procedures/tasks/situations/conditions, deficiencies in equipment, supplies, or staffing for the next 24 hours.

Information to leave for another time: Long term changes (except for reminders), gripes, gossip, etc.
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<tr>
<th>Administration/HR</th>
<th>Admissions</th>
<th>Business Office/Fiscal Services</th>
<th>Diagnostic Imaging</th>
<th>Dietary</th>
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<tbody>
<tr>
<td>Emergency</td>
<td>Family Medicine</td>
<td>Health Information Management</td>
<td>Housekeeping</td>
<td>Infection Control/QI</td>
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<td>IT</td>
<td>Laboratory</td>
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<td>Pharmacy</td>
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<td>UR/Social Services</td>
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Q&A

Why is this important? We want to communicate important information between departments to develop a Shared Mental Model; including, but not limited to, significant changes in the day, decreased/increased staffing, known down-time, anticipated barriers to patient safety, departmental needs, etc. Our goal is to increase intradepartmental communication, heighten hospital-wide awareness, and enhance our Teamwork culture by making patient safety a priority.

When will Huddle Up! go into effect? Starting daily on Monday, November 3rd!

What time will they start? 8:30 on the dot, according to the clock in the time clock hallway. To be respectful of everyone’s time, Huddle Up! will start exactly at 8:30.

How long does it take? 5-10 minutes; our goal is to take the least amount of time from your day, but be able to share pertinent information between departments.

How often will we do Huddle Up? Daily! We will do Huddle Up! every weekday, except for major holidays. As of now, we will only do huddles during the week. We will not have a scheduled Huddle Up! on the weekends, but remember...Anyone can call a huddle at any time!!

Where will we meet? In the back hallway by the time clock, there will be a mailbox tray of forms to use on the wall to the right of the birthday bulletin board.

Should only clinical departments attend? No, the entire CMC team should be involved in making Huddle Up! If your department feels as though they could benefit in doing their own huddle the afternoon before to discuss the next day’s happenings, it would be perfectly acceptable to then send one person to the Huddle Up! the next morning to relay the information.

Who should we send from our department? Anyone! Everyone should be able to go to Huddle Up! at some point in time. Please try not to send the same person every day. We want everyone to be comfortable with Huddle Up! and feel empowered to call their own huddle at any time.

What should I bring? Your clipboard given to you by a TeamSTEPPS® representative, a pen, and any pertinent information you need to share. A form will be provided in the mailbox hanging to the right of the birthday bulletin board in the back hallway.

What information should I share from my department? Changes that may affect other departments, specific to that day; important operation and safety issues, staffing variances, supply or drug information, equipment information, facility or construction info, deadlines, high-risk non-routine procedures/tasks/situations/conditions, deficiencies in equipment, supplies, or staffing for the next 24 hours.
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What if my department is unable to attend? It is understandable that you/your department may have an influx of work to be done at this time of day. If this work cannot wait the 15 minutes it may take at Huddle Up!, it is your responsibility to send a member of another department on your behalf. (ex: Diagnostic Imaging has two employees working today, one is with a mammo patient and one is with a CT patient, neither employee should leave a patient unattended; so they could communicate with another department via telephone, such as lab, that they are both in the middle of procedures and will not be able to make it to Huddle Up!. The lab staff member who is attending Huddle Up! for their department can also relay any information Diagnostic Imaging may have to share. “Diagnostic imaging has 2 staff members today, and they have no ultrasound tech. Lab is without an ABG machine, and will plan on doing Chemistry maintenance sometime today but will let everyone who needs to know before that starts.”)

What if I show up late? We understand that patient’s needs come first and you may be on the phone with one or helping them down the hall. Please come to the meeting and listen to whoever is in the middle of speaking. You will be able to share your department’s information at the end. If you missed any information before you arrived, please get caught up by someone who was present, after the meeting.

How does the rest of my department get the information I obtain at the Huddle Up? It is your responsibility to come up with a way that works best for your department. Some departments have their own huddle where this info could be shared, others have a communication board where this info could be posted, another idea would be to leave your form on the clipboard and find a place to hang it in your department where it could be easily read by everyone.

Who leads the Huddle Up? The first person to arrive for the Huddle Up! should be the one to lead, however the only responsibility you have is to get started on time and keep it moving! Don’t be afraid! The forms provided in the Huddle Up! Mailbox have boxes labeled with each department; it may be easiest to go in order of the form. (Left to Right, Top to Bottom)

What if I am the only employee that makes up my department? If you are the only member of your department, please be assured you are still an integral part of CMC and would help make our Huddle Up! a success. Although it is optimal that every department attend the Huddle Up!, it is understandable if you/your department is unable to make it all of the time. Please try to make it most days, and get information you may have missed from fellow departments.

What do I do with the form once I return to my department? This is completely up to your department. They do not need to be saved, the only thing we ask is that the information you record on them gets passed on to your department using whatever method your department sees fit. Some departments have decided to hang the clipboards we have provided in a central location in their department.

How will this information be communicated to the next shift? Your department will be responsible for communicating critical information to the next shift or team members who may arrive later in the day. Passing information to other members of your department can be done quite easily if the information is posted in a central location accessible to all members of your department.