

Care Team Huddles



What?

- A huddle is a short, daily meeting (10 minutes or less) at the start of a clinical session
- Huddles provide a space to coordinate client care

Why?

Huddles improve care coordination by allowing the team to:

- Identify client care coordination problems and assign someone to address the problem
- Address workflow issues between care team members from different disciplines
- Facilitate warm hand-offs
- Address staffing and scheduling issues
- Make a list of clients for case conferences at the biweekly care team meeting

How?

- Review (3 minutes): Care coordination needs that came up during previous appointments
- Preview (5 minutes): Care coordination needs for clients who have appointments that afternoon or the following morning (team members will have printed schedules)
- Announcements (1 minute): Updates on vacations, meetings and other announcements
- Individual conversations to further coordinate care occur after the huddle
- Share feedback about the huddle process during the biweekly care team meetings

Who?

- Everyone on the care team huddles (except Certified Medical Assistants in Adult Medical at 421 Fallsway. They play a critical role in rooming clients during the huddle)
- Note taker: Writes client care needs and staff responsible on the white board
- Time keeper: Keeps the team on schedule
- CAA: Prints schedules

Where?

- Yellow Team: 421 Fallsway, 2nd floor—Yellow Team shared space
- Green Team: 421 Fallsway, 2nd floor—Group room
- Steel Team: 421 Fallsway, 2nd floor—Steel Team mini-pod
- Magenta Team: 2000 W. Baltimore St.—Medical suite
- Orange Team: 421 Fallsway, 3rd floor—Pediatrics and Family Medicine department
- Purple Team: 421 Fallsway, 2nd floor—Bariatric exam room (room 11)
- Jade Team: 9150 Franklin Square Dr.—Room 308

When?

- The Yellow, Orange (Pediatrics and Family Medicine) and Magenta (West Baltimore) teams already huddle
- On September 16, the Steel, Purple and Green teams will begin huddling
- The Jade Team (Baltimore County) will launch September 30
- The Orange and Jade Teams huddle around 8:20/8:30 a.m. All other teams will huddle from 1-1:15 p.m.