

Tip #5

The Power of Huddles: Making sure we all see the same picture



What is a huddle?

As in football, a caregiver huddle gathers to briefly exchange information, share observations and develop strategy. Use huddles to pass insights about what really helps each resident feel comfortable and understood, so that all caregivers are equipped to provide the best person centered care.

Shift Huddles

CNAs and nurses meet at shift changes to discuss quality of life and care risks and opportunities they noted for specific residents. CNAs from the outgoing shift lead the discussions of the residents in their care, followed by nurses' contributions, and preferably other departments. Conducted while standing, or walking room-to-room, a huddle takes 15 minutes or less while management provides caregiver coverage during the huddle.

Why huddle?

A huddle may also be called as a "time out" during a shift, to put heads together on a new challenge or to exchange helpful information.

Huddles encourage everyone to share vital information, compare relevant observations and problem-solve. Successful huddles build teamwork, identify potential problems and improve the care provided by the team.

You may discuss how well a person who is at risk of pressure ulcers ate and drank, and discuss any positioning issues. You could review the interactions and activity participation of someone who has seemed depressed. A huddle is a great time to focus on changes observed with a resident who seems out of sorts.

Huddle topics can include: resident reports by exception; residents due for MDS; new/leaving residents; new/leaving caregivers; events/incidents/accidents; and resident concerns/compliments.

Action Steps:

1. **Please post this flyer for all caregivers to read!**
2. Try a pilot test of huddles with one charge nurse and CNA team.
3. Use INTERACTII *Stop and Watch* for good examples of issues to note.
4. Be sure huddles are positive and supportive and an opportunity for team-building.
5. Also consider: *QI Huddles, New Resident Huddles, or Everyone Stands up Together Huddles.*

Additional Resources:

- Above information adapted from *Huddles Tip Sheet* by B&F Consulting for Pioneer Network, Advancing Excellence website at <https://www.nhqualitycampaign.org/files/HuddleTips.pdf>
- Visit www.BandFConsultingInc.com/WhatYouDoMatters to see short videos on Huddles

Don't miss these training opportunities:

- MHCA Mid-Year Conference, http://www.mohealthcare.com/events/event_details.asp?id=589420&group= "Care Planning Resident Choice" offers best practice in resident directed care, 8:30-11:30 AM March 4th.
- 24th Annual MLN Institute for Nursing Home Administrators, www.mlnmonursing.org March 5-7, 2015, Osage Beach, MO. Breakouts: Developing a Person Centered Dementia Program; Culture Change: Regulatory Citations; Revolutionizing the Dining Experience and, Customer Service and Sensitively Training in Our Community.