

## Huddle Process/Team Based Care

<b>Site:</b>	<b>Version: 1</b>
<b>Approver(s): Medical Clinical Staff</b>	<b>Date Revised: February 1, 2017</b>
<b>Effective Date: 9/13/16</b>	<b>Next Review Date:</b>
<b>Standards: NCQA 2D</b>	

### Purpose

Every clinic day should start with the staff being as prepared to handle the day's events for prescheduled appointments, foresee any issues that may come up during the appointment and have resources available at the time needed. This will be done on a daily basis for medical team and individual teams.

To improve clinic flow by planning ahead and to improve communication amongst the care team.

Description of our care team members.  
Meets TC02  
Can meet TC01 if adapted to identify champions

### Team and Roles

#### ROLE

- 1) Providers- PA, and MD. They see the patients, treat and make recommendations. Order medications, review outside records and in house laboratory reports. Initiate care plan with the patient. Document/type up note for date of service
- 2) Patients- people who come to the clinic to get health care. Role is to discuss care plan, bring up barriers.
- 3) Nurses- LPN and RN. They receive the patients and input their screening forms, recommend health screenings patient are due for, room/take vitals, and immunize. They call patients in between visits. They field calls for medication refills, and medical questions. Stock all rooms for supplies. Can be called to help up front when short of receptionist. Will occasionally do phlebotomy, start IV and wound care. Also does wart removal, regular injections (depo, abx, vitamin B12), suture and cast removal. Will call for outside records and schedule for appointments here and specialty.
- 4) Front desk staff- receptionist. This person answer calls, makes sure patients have been checked in. Schedule appointments, Takes messages and delivers to appropriate teams. Sort and distribute outside records. Schedule for optical.
- 5) Community Health Nurse- RN/LPN. They go out to visit patients in their home and will report back to specific provider/RN team. They also take referrals for weekly pill box refills, welfare checks. Will pick up and deliver medications.
- 6) Pharmacists- Chronic care management with provider. Runs pharmacy clinics for HTN, anticoagulation, hypothyroidism. Chart reviews for all patients that have prescriptions ordered that day, average 400 rx per day. Dispense and counsel on medications. Medicare MTM services. Medication consultative services for staff. Aid in giving adult immunizations. BP checks receiving refills for those out of range. Smoking cessation counseling. FOBT kit/colon cancer screening education. Counsel and dispense meds for emergency contraception. Helps aides as needed for stocking and ordering inventory. Monitor drug-to-drug interactions and counsel on meds. PMP drug searches.

- 7) Diabetes team- nutrition, diabetes education, and goal setting.
- 8) Support staff- lab, and xray.

**Process**

Daily huddle process described below with defined care teams.  
**Meets TC 06**

The medical clinic team meets every morning at 815, and Thursday at 1130. What we plan on discussing: problem patients, team absences and daily clinic updates. Will run through the entire list of patients for past issues, reminders and review labs.

There will be a designated leader who will document meeting and any issues that need to be communicated among the clinic. The form will be kept by the huddle leader.

Each provider/nurse team as well, individually reviews their panel of patients for the day, as well as specifically reviews and strategize ways for improvement with their specific panel. Unplanned hospitalizations and emergency room visits get sorted into team folders where the team will review and determine need for contacting, and/or scheduling for follow up.

**Medical Teams**

**Defined Care Teams**  
**Meets TC 06**

- |                             |  |
|-----------------------------|--|
| Provider 1/Nurse 1 (silver) | The Goonies                            |
| Provider 2/Nurse 2 (black)  | The Transformers                       |
| Provider 3/Nurse 3 (blue)   | Mission Impossible                     |
| Provider 4/Nurse 4 (green)  | Willie Wonka and the Chocolate Factory |
| Provider 5/Nurse 5 (brown)  | Thelma and Louise                      |
| Provider 6/Provider 6       |  |

Huddles leader contingency Nurse 1 → Provider 1 → Provider 2 → Nurse 2