

PURPOSE:

The purpose of this policy is to ensure that ____ (Practice) uses a team to provide a range of patient care services by holding scheduled patient care team meetings or a structured communication process focused on individual patient care.

POLICY:

It is the policy of the Practice to recognize that structured and regular meetings of the teams involved in patient care services are vital to providing patient-centered care. These meetings, referred to as “provider review,” are important to provide a forum for employees and providers to communicate about upcoming appointments, patients’ needs and workflow updates. These huddles facilitate communication between structured, regular meetings through more frequent, informal assemblies of each care team. The emphasis is on ongoing interactions of team members to discuss roles, responsibilities, communication and patient hand-off, working together to provide and enhance the care provided to patients.

PROCEDURES:

To promote excellent communication and coordination among the members of the care team, informal meetings – “provider review” - work together as a care team and occur daily. These meetings take place mid day.

The protocol for the provider review is:

Team members: Provider, medical assistant, health coach and scheduler

Place: May be virtual meeting, face to face or e-messaging

Time: The provider review may be held in the morning prior to office hours; or in the afternoon.

Participants: Flexibility is encouraged to assure that the information and planning needs of the providers and employees are met.

Duration and content: A short meeting of generally less than 10 minutes.

Content: The provider review focuses on the needs of each patient scheduled that day. Content can include:

- Where to fit in any same-day visit requests;
- Anticipated no-shows (a patient who was hospitalized the previous night, for example)
- Patients for whom the provider expects to spend more or less time than indicated;
- Patients who need special assistance, such as an interpreter or mobility assistant;
- Logistics of any scheduled procedures;

- Mistakes or challenges encountered
- Technique: Patients’ medical records are readied and reviewed per the practice’s medical record review protocols to evaluate at a minimum whether:
- Recommended preventive services had been met, following the Practice’s standards for a planned care visit;
- Tests, consultations or other services that had been ordered at the previous visit have been received;
- Necessary special equipment or supplies, if any, are in place;
- Exam or procedure room is assigned and prepared, if applicable; and .

Quality Control

The Practice monitors the policy and procedure in the following manner:

- Periodic monitoring to determine whether these provider reviews are held each day, and are kept to 10 minutes or less.
- Periodic monitoring that all members of the care team attend 95 percent or more of provider reviews.
- Periodic monitoring to determine whether meetings last so long as to cause a delay in the beginning of the half-day session.

DATE	ANNUAL REVIEW/ SUMMARY OF CHANGES	APPROVED BY