

## Huddle Up! Collective Responsibility to Positively Impact Workflow and Patient Safety

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**Huddle Up!**  
**Collective Responsibility to Positively Impact Workflow and Patient Safety**  
**6 Tower Medical Surgical Unit Staff**  
 Lehigh Valley Health Network, Allentown, Pennsylvania

# Pre Game Warm Up

## Background & Purpose

**BACKGROUND**—The workflow of nursing care delivery changes within minutes. Two concepts formulated outside healthcare offer strategies to proactively address patient safety issues prompted by increasing workflow. The US Army “After Action Review” (AAR) involves knowledge transfer from an individual to a team. ‘Crew Resource Management’ (CRM), originally used within the aviation industry, pays attention to the cognitive and interpersonal skills needed to manage a team. In this context, cognitive skills are defined as the mental processes used for gaining and maintaining situational awareness, for solving problems, and for making decisions. Interpersonal skills are regarded as communications and a range of behavioral activities associated with teamwork. Merging concepts and strategies from AAR and CRM, safety huddles have been initiated within health care to enhance situational awareness. Huddles provide the care team a chance to recognize there may be a discrepancy between what is happening and what should be happening - often the first indicator an error may be occurring.

**PURPOSE**—This poster details implementation and outcomes of safety huddles on 30 bed acute medical-surgical unit.

## How the Work Was Done

- Planning/Design Team—Unit shared governance Practice Council
- When?
  - 8:00 am & 8:00 pm
  - Impromptu—Initiated by any team member for such things as increased workload, patient fall, change in patient acuity
- Format
  - Brief review of all patients
  - Worksheet to prompt appropriate questions and dialog to result in actions impacting patient safety and staff concerns
- Key Factors
  - Sharing of knowledge without fear of embarrassment or recrimination
  - Dialogue to solve problems and make decisions regarding most appropriate interventions

# Game Time

# Playbook

DATE: 03/22/11		UL: Jaclyn		Huddle Sheet	
Any 1's schedule breaks:		On patient		Sheet Boxes: 8	
RN/Room		13:30am	Needle	5:30pm	2:30 am
TECHS		Gina		Jess B	Maryann
Foley's		0	0	0	0
Other Concerns		4:45 - 6:00 in ICU	8. Drapet r/o the	14:15 - 15:00	28. Family 29 DVT 30 Integridad
<b>PU Concerns</b> 100 wound 1 100 wound 2 100 wound 3 100 wound 4 100 wound 5 100 wound 6 100 wound 7 100 wound 8 100 wound 9 100 wound 10 100 wound 11 100 wound 12 100 wound 13 100 wound 14 100 wound 15 100 wound 16 100 wound 17 100 wound 18 100 wound 19 100 wound 20 100 wound 21 100 wound 22 100 wound 23 100 wound 24 100 wound 25 100 wound 26 100 wound 27 100 wound 28 100 wound 29 100 wound 30 100 wound 31 100 wound 32 100 wound 33 100 wound 34 100 wound 35 100 wound 36 100 wound 37 100 wound 38 100 wound 39 100 wound 40 100 wound 41 100 wound 42 100 wound 43 100 wound 44 100 wound 45 100 wound 46 100 wound 47 100 wound 48 100 wound 49 100 wound 50 100 wound 51 100 wound 52 100 wound 53 100 wound 54 100 wound 55 100 wound 56 100 wound 57 100 wound 58 100 wound 59 100 wound 60 100 wound 61 100 wound 62 100 wound 63 100 wound 64 100 wound 65 100 wound 66 100 wound 67 100 wound 68 100 wound 69 100 wound 70 100 wound 71 100 wound 72 100 wound 73 100 wound 74 100 wound 75 100 wound 76 100 wound 77 100 wound 78 100 wound 79 100 wound 80 100 wound 81 100 wound 82 100 wound 83 100 wound 84 100 wound 85 100 wound 86 100 wound 87 100 wound 88 100 wound 89 100 wound 90 100 wound 91 100 wound 92 100 wound 93 100 wound 94 100 wound 95 100 wound 96 100 wound 97 100 wound 98 100 wound 99 100 wound 100 100 wound 101 100 wound 102 100 wound 103 100 wound 104 100 wound 105 100 wound 106 100 wound 107 100 wound 108 100 wound 109 100 wound 110 100 wound 111 100 wound 112 100 wound 113 100 wound 114 100 wound 115 100 wound 116 100 wound 117 100 wound 118 100 wound 119 100 wound 120 100 wound 121 100 wound 122 100 wound 123 100 wound 124 100 wound 125 100 wound 126 100 wound 127 100 wound 128 100 wound 129 100 wound 130 100 wound 131 100 wound 132 100 wound 133 100 wound 134 100 wound 135 100 wound 136 100 wound 137 100 wound 138 100 wound 139 100 wound 140 100 wound 141 100 wound 142 100 wound 143 100 wound 144 100 wound 145 100 wound 146 100 wound 147 100 wound 148 100 wound 149 100 wound 150 100 wound 151 100 wound 152 100 wound 153 100 wound 154 100 wound 155 100 wound 156 100 wound 157 100 wound 158 100 wound 159 100 wound 160 100 wound 161 100 wound 162 100 wound 163 100 wound 164 100 wound 165 100 wound 166 100 wound 167 100 wound 168 100 wound 169 100 wound 170 100 wound 171 100 wound 172 100 wound 173 100 wound 174 100 wound 175 100 wound 176 100 wound 177 100 wound 178 100 wound 179 100 wound 180 100 wound 181 100 wound 182 100 wound 183 100 wound 184 100 wound 185 100 wound 186 100 wound 187 100 wound 188 100 wound 189 100 wound 190 100 wound 191 100 wound 192 100 wound 193 100 wound 194 100 wound 195 100 wound 196 100 wound 197 100 wound 198 100 wound 199 100 wound 200 100 wound 201 100 wound 202 100 wound 203 100 wound 204 100 wound 205 100 wound 206 100 wound 207 100 wound 208 100 wound 209 100 wound 210 100 wound 211 100 wound 212 100 wound 213 100 wound 214 100 wound 215 100 wound 216 100 wound 217 100 wound 218 100 wound 219 100 wound 220 100 wound 221 100 wound 222 100 wound 223 100 wound 224 100 wound 225 100 wound 226 100 wound 227 100 wound 228 100 wound 229 100 wound 230 100 wound 231 100 wound 232 100 wound 233 100 wound 234 100 wound 235 100 wound 236 100 wound 237 100 wound 238 100 wound 239 100 wound 240 100 wound 241 100 wound 242 100 wound 243 100 wound 244 100 wound 245 100 wound 246 100 wound 247 100 wound 248 100 wound 249 100 wound 250 100 wound 251 100 wound 252 100 wound 253 100 wound 254 100 wound 255 100 wound 256 100 wound 257 100 wound 258 100 wound 259 100 wound 260 100 wound 261 100 wound 262 100 wound 263 100 wound 264 100 wound 265 100 wound 266 100 wound 267 100 wound 268 100 wound 269 100 wound 270 100 wound 271 100 wound 272 100 wound 273 100 wound 274 100 wound 275 100 wound 276 100 wound 277 100 wound 278 100 wound 279 100 wound 280 100 wound 281 100 wound 282 100 wound 283 100 wound 284 100 wound 285 100 wound 286 100 wound 287 100 wound 288 100 wound 289 100 wound 290 100 wound 291 100 wound 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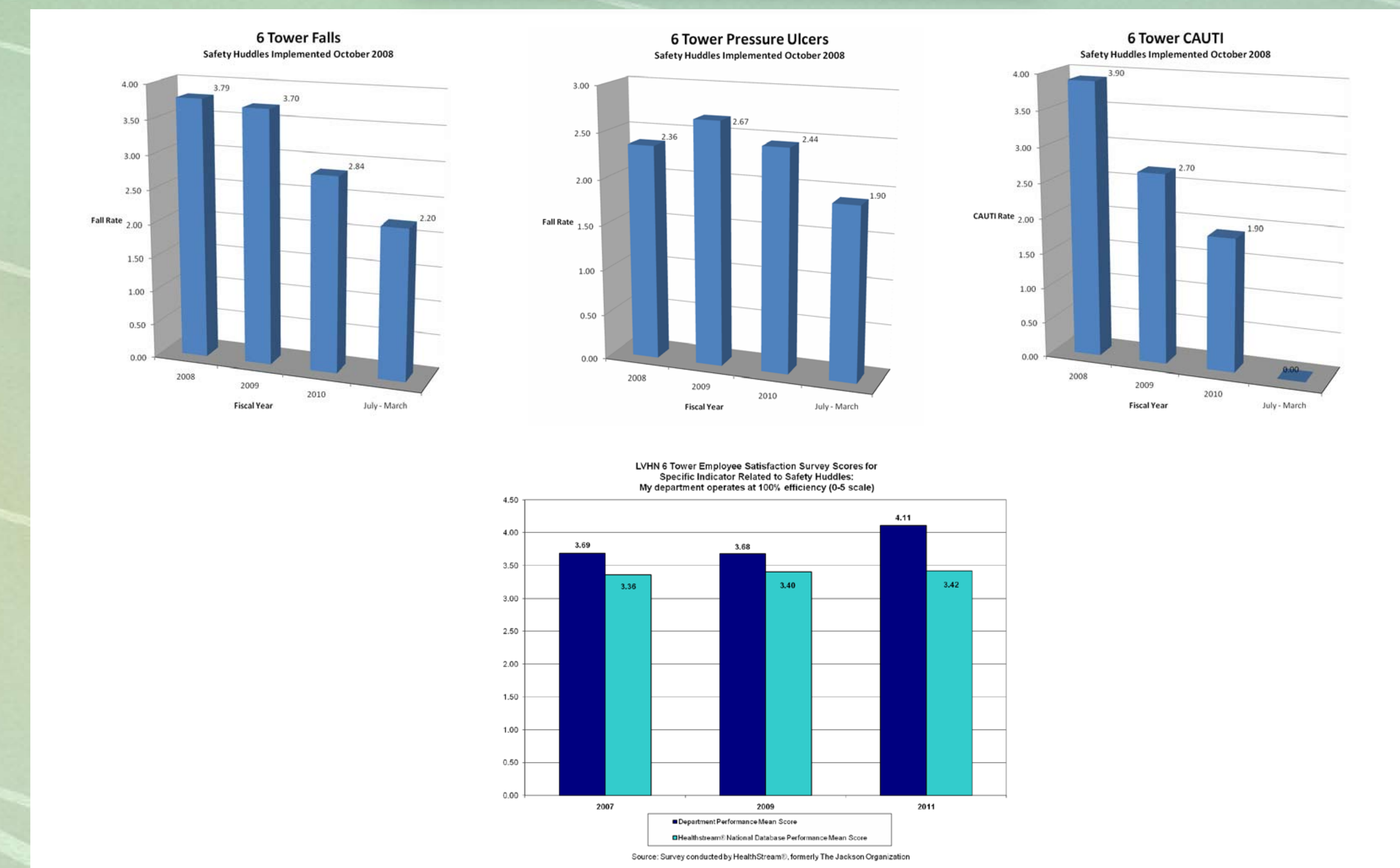
## Who Was Involved

- RNs
  - Unlicensed assistive personnel
  - Clerical Support
  - Unit managers
  - Students & faculty
- 
- A photograph of two healthcare professionals in a clinical setting. On the left, a woman with dark hair tied back, wearing glasses and a blue scrub top, is looking down. On the right, a woman with blonde hair, wearing a patterned blue and white top, is also looking down and appears to be holding a small object, possibly a phone or a piece of equipment. They are standing in front of light-colored wooden cabinets.



# Final Score

## Measurement & Impact



## References:

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