Using Huddles to Empower Change, Improve Employee Communication and Enhance Patient Care

Presented By Carie Colby
Associate Director of Revenue Cycle
Florida Cancer Specialists and Research Institute
Objective

- Facilitate change
- Empower employees with an effective tool to create change in their departments
- Improve communication
- Enhance the patient experience
- Celebrate - Wins/Recognition
Tools to Implement Change Today!

Huddle Boards

Huddle Meetings

Reflect
| Visual management is a tool used to quickly and efficiently pass on key information |
| People process visual information presented to them more quickly than any other form of stimulus |
| Information presented via visual management is not only understood quicker, it’s retained more effectively |
| Empowered teams know their performance and their impact |
| Visual communication ensures that everyone can see at a glance how their performance is tracking against the target. |
Huddle Meeting Elements

- Shared responsibility.
- Mandatory attendance.
- Active discussions. Rather than dictating the goals for the day, an effective huddle facilitator tries to garner thoughtful responses from the team.
- Standardized agenda and short in length. Daily huddles no more than 5-7 minutes.
- Open concept. Hold the huddle in an open area where everybody stands up and is ready to go!
- Inclusive of all staff including remote staff.
Creating a Huddle Board

Keep it simple - Just get started!

Define the PURPOSE

Be creative

Check/Adjust
Huddle Board Ideas

- Improvement Idea Huddle Board
- Daily Huddle Board
- Team Performance/KPIs Huddle Board
- Team Updates Huddle Board
Improvement Idea Huddle Board

**IDEAS**
- Employees brainstorm ideas
- Add idea sticky notes throughout day

**PICK CHART**
- Ideas reviewed by team
- Ideas prioritized

**WIP**
- Implement Ideas
- Owners Assigned

**CELEBRATE**
- Celebrate completed items
- Owner moves sticky note to “Celebrate” section

Visual management to EMPOWER change
Improvement Idea Huddle Board

**To Do or Not To Do**
- **Implement:** JUST DO IT
- **Possible:** If Spare Time
- **Challenge:** Possible but find an easier way
- **Kill:** Dismiss or Table

**Pick Chart**

**Impact**
- Implement
- Challenge
- Possible
- Kill

**Difficulty**

**Huddle Rules**
- Short brief, clear understanding
- Issue
- Idea

**IMPROVEMENTS**

**WIP**
- Excel Training
- Adobe Training

**Celebrate**
- Intricate idea

**IDEAS**
- E-mail groups
- Product process
- Status or clarity
- Productivity
- Task board
- Catapult training
- Local manager meeting
- Outlook training
Team Performance/KPIs Huddle Board

Next Meeting 11/9/19
12:00pm

Quick Glance Status

Clear KPI Targets
Team Updates Huddle Board

**Team Motto:**
Opportunity Avengers

- Specific task for upcoming week that will directly impact KPI (what we do)

**TEAM UPDATES:**
- Drug bi-weekly mtg
- QAC status of laptops ordered as of 9/16
- Internal hire etiquette debrief
- UTS review debrief

**Updates**
- New
- To Review

**Visual**
Who We Are

Be Creative!
Team Updates Huddle Board

- Team Name
- Team Vision or Motto
- Team Goals/KPIs
- High Priority Items
- Issues Impacting Workflow
- Successes and Recognitions
In Summary

- Facilitate Change
- Empower Employees
- Improve Communication
- Enhance Patient Experience
- Celebrate
Reflect and Celebrate

Vision

Unity

Clarity

Huddle