

**Medicine Pediatric Primary Care Center**

245Chapman Street, Suite 100,

Providence, RI 02905

**MedPeds Huddles**

**Scope:** In MedPeds, huddles can be defined as natural work groups of physicians, managers, and frontline staff who work collaboratively to solve problems, improve performance, and enhance quality.

**Goal:** At MedPeds: huddles are designed to highlight, communicate and facilitate "planned care" elements of an office visit. A critical aspect of the huddle is that decisions are made collaboratively. "Everyone is working in a cohesive manner to do what's best for the patient." Daily huddles can prevent delays in care and streamline processes.

**Start time:** 8:45am (for the morning session) & 1:00pm (for the afternoon session), except on Thursday afternoon huddle is at 1:15

It only last 10 minutes. It is important to include as many staff members as possible in this huddle/discussion.

Huddles are led by the OSR at Medicine Pediatrics.

The Practice Manager everyday generates a scheduling report. During the huddle, the MA & OSR receives a copy of this report, which is reviewed in depth. Participants identify and call out any situations that might affect patient flow.

(AM Huddle) Nurse 1 (triage nurse) will go over any overnight calls and need for sick visit appointments

(PM Huddle) Nurse 1 (triage nurse) gives synopsis of all sick appointments scheduled for the afternoon and any special consideration.

**Participants included but not limited to:**

* Attending, Residences, Medical students and Social Workers– discuss any special needs for particular appointments/patients; challenging patients or situations.
* Manager/Administrator –
	+ awareness of broken equipment or vaccine and medication availabilities
	+ Staff shortages due to illnesses, vacations and family emergencies
* Medical Assistants: They plan on how to prepare the rooms in advance and testing that is needed.
* Scheduler (OSR): Available to answer specific scheduling questions. This person can also observe the importance of proper scheduling. They will be held accountable for scheduling/interpreter and Referral/Prior Auth. They will also let the group know of any open slots and of any cancelations appointment
* Nursing: Any concerns that nursing has and care coordination concerns that we need to speak to patient about.