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| **STP OFFICIAL LOGO 02-22-10** | **Serve The People**  **Community Health Center**  **A Non-Profit Corporation** | |
|  | **SECTION:** | **PATIENT CARE SERVICES** |
|  | **TITLE:** | **CARE TEAM HUDDLES** |
| **POLICY AND PROCEDURE** | |  |

**PURPOSE:** The purpose of the STP care team huddles is to effectively proivde health services to individuals and families by our team of clinical and non-clinical staff who work collaboratively with patients and their caregivers to accomplish shared goals within and across settings to achieve coordinated, high-quality care.

**POLICY** STP will conduct daily team huddles at the beginning of the day and team members are to review the schedule for the day and bring up concerns and find solutions with the ultimate goal of helping the patient to feel known, respected, involved, engaged, and knowledgeable.

**PROCEDURE**

**Care Team Management and Membership:**

The Care Team is led by the Chief Medical Officer (CMO) who facilitates all communication and coordination. Team members include providers, medical assistants (MAs), Registered Nurses (RNs), Patient Navigators, and Patient Service Associates. STP will also include any other staff who they identify as being a valuable member of the team and documentation of the huddle’s identified pre-visit and visit needs will be included in each patient’s charts.

Daily, care team members huddle to check in with each other about their pateints and any concerns related to their planned and needed health care. Huddles provide the opportunity to team members to share information with each other and deliver update status (i.e referrals, consults and imaging results). The following will be completed to assure that the huddles will meet the policy’s intent and the patients needs.

**Pre-Huddle Planning:**

Pre-huddle work is conducted to assure that the huddle is brief and effective in its identification of missing information that needs to be retrieved prior to the visit and one of two care gaps to close while rooming the patient.

1. The Patient Navigators review the day’s schedule and retrieves all consult notes if patient was referred to a specialist, had surgery or any other services outside of the clinic.
2. The Medical Assistants review the schedule to confirm that all labs and imaging results, if any were requested prior to the follow up consultation, have been received and documented in the EHR. The MA also reviews schedule to indicate what patient is due for certain exams and or labs.
3. The RNs review the schedule to look for patients that can benefit from her assistance before providers conduct consultation.
4. The Health care Navigator review patients to identify which patients could be eligible for various payment programs, including the sliding fee program.

**Huddle:**

The goal of the huddle is to rapidly review the charts of the patients on the day’s schedule and make a list for each patient of missing information to retrieve prior to the visit and one of two care gaps to close while rooming the patient.

1. Huddles are led by the physician or mid-level provider who leads a discussion about each patient scheduled for the day.
2. Care team members communicate about what is complete, pending or missing for each patient.
3. Decisions about care needed and standing order application are discussed to assure the visits are effectively meeting each patient’s needs, both for the visit and for their long-term health and wellbeing.

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| APPROVED BY:  MARCO ANGULO, MD. | DATE:  10/03/2016 |