

Increasing Access to Primary Care by Huddling

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Disclosures

- Denise M. Willard, DNP, FNP-C
- Employer: Veterans Health Administration,
 - Palo Alto Health Care System
- No Sponsors, No financial support

Learning Objectives

- **Examine the role of huddling in primary care.**
- **Discuss the use of performance based outcomes measures**
- **Recognize the ways structured huddling can increase team efficiency.**

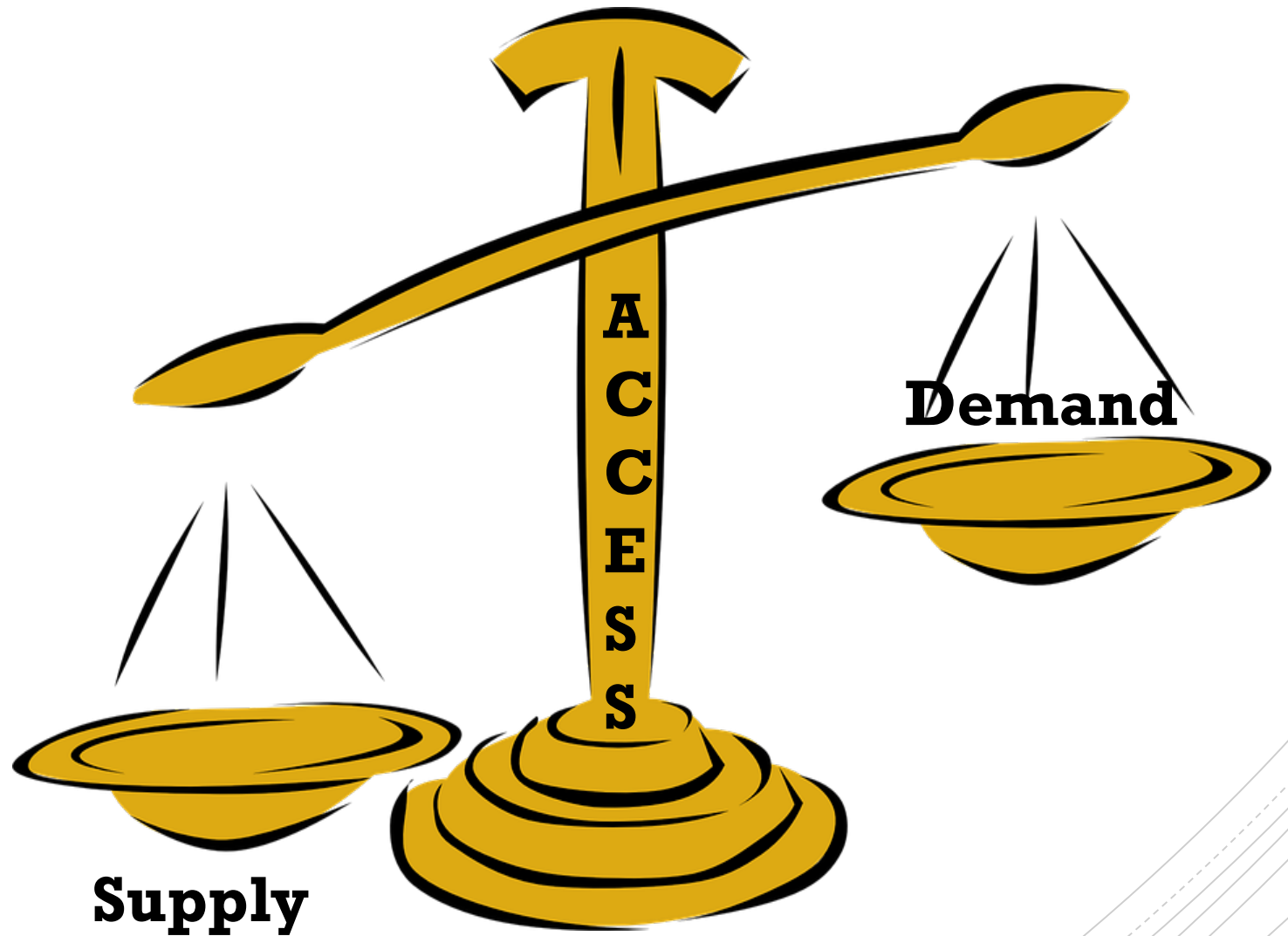
Problem

Access Delays in the Healthcare system

- Increase Costs
 - Decrease patient satisfaction
 - Negatively impact health outcomes

Mismatch between supply & demand

Access
Literature
Review



Alternative Methods of Care Delivery

- Telephone appointments & secure messaging
- Interdisciplinary focused visits
- Nurse clinics
- Advance review of appointments

Communication
& Teamwork are
key to timely
access

- 17% of a provider's time is spent on preventive care
- 37% spent on chronic care & patient education
- Matching the clinical need to the appropriate care delivery method are key.

Huddles

Benefits

↑ Patient safety, improves team efficiency and communication

→ Shifts non-provider tasks to other team members (care coordination)

↑ Patient access and expands provider capacity

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Statement of the Problem

The project sought to answer the following questions:

- Identify the impact of huddle coaching on huddle frequency.
- Evaluate the effect of huddling on completion of pre-visit tasks.
- Exam the effect of huddling on scheduled nurse visits.



Huddle
intervention

Setting

- 2-primary care clinics located in the SW

Sample

- 4-Primary care teams

Framework

- PDSA Model

Intervention

- 8 weeks huddle coaching program

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Performance Based Outcome Measures

- **MSA reminder calls**
- **Nurse previsit telephone notes**
- **Scheduled Nurse appointments**
- **Huddle checklists**

Data Analysis

- 959 patient encounters reviewed
- Dependent sample t-test used to measure the affect of huddling on variables.
- Pearson product-moment correlation coefficient use to determine the relationship between MA & NS.

Huddle Intervention Results

Research Question 1.

What impact does huddle coaching have on team huddle frequency?

Finding:

- Significant increase in group huddle frequency ($p = .004$)

Research Question 2.

What effect does huddling have on completion of previsit activities?

Findings:

- No Significance

Huddle Intervention Results

Research Question 3.

What effect did huddling have on the use of nurse appointments?

Findings: No Significance

- 88% of 624 possible nurse appointments remained unscheduled.

Research Question 4.

What effect did missed appointment reminder calls have on the patient no-show rate?

Finding: Significant

Conclusion

- **Huddle coaching is an effective method to increase team huddling rates.**
- **Performance based-outcomes are an effective way to measure the contributions of interdisciplinary team members.**
- **Effective utilization of nurse appointments could shift care away from the provider.**
- **Appointment reminder calls matter**