

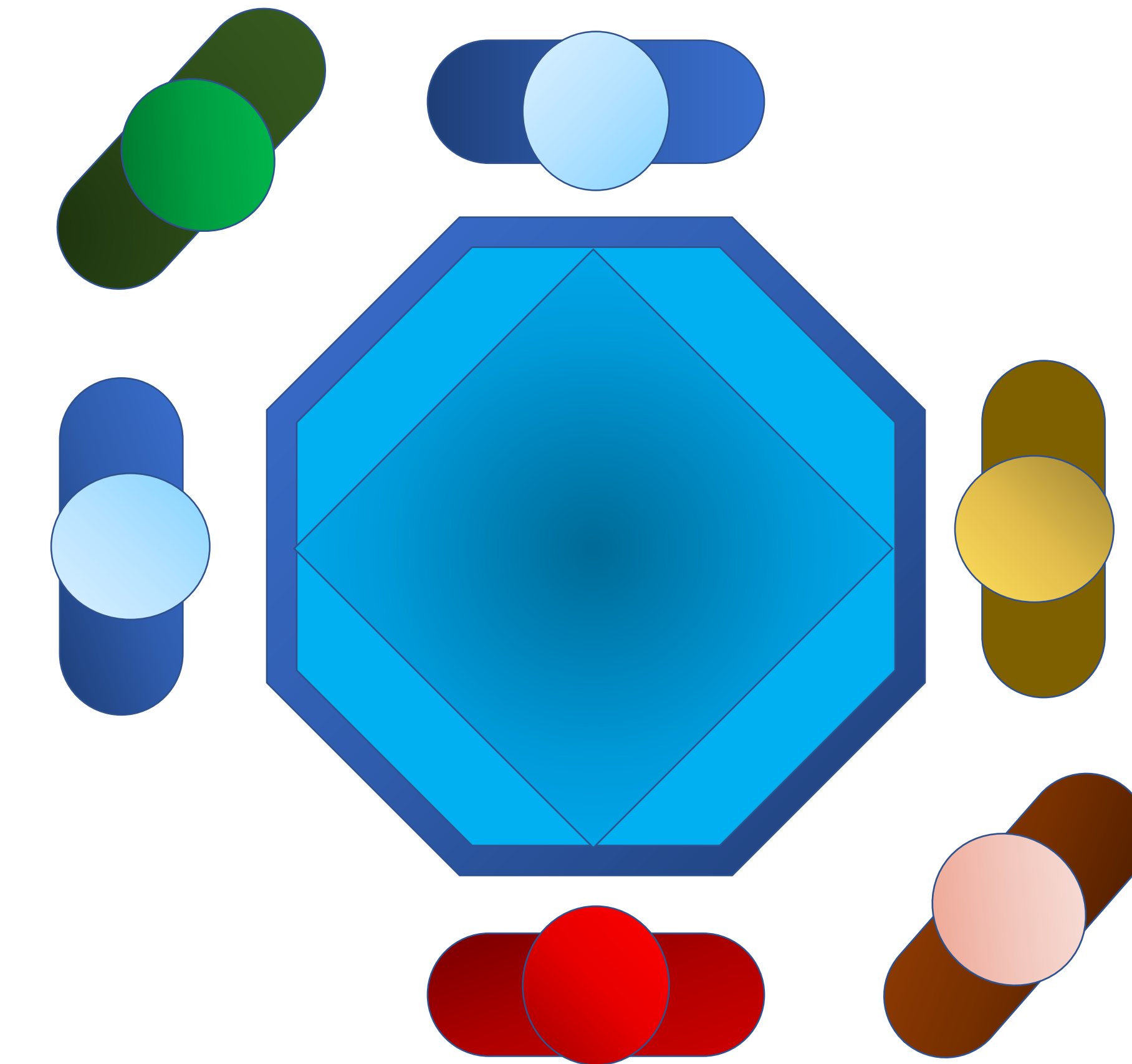
Using Interprofessional Huddles to Promote Communication and Situational Awareness

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Purpose: Design an interprofessional unit huddle to improve communication and situational awareness

Background

- Communication and situational awareness are critical factors related to patient safety events
- Communication is often cited as a major reason for healthcare errors
- Unit huddles can foster a culture of safety
 - Improve communication
 - Enhance workflow
 - Foster care coordination
 - Promote team thinking
- Improve the recognition of “now-moments” of situational awareness
- Nursing staff voiced repeated concerns surrounding lack of communication between interprofessional team members
- Patient safety event reviews cited communication as a major contributing factor to the potential for patient harm



Methods

Various interprofessional stakeholders came together to improve interprofessional relationships

Interprofessional unit huddles take place on the unit at a designated time and last between 5 and 10 minutes

Huddles include clinical and non-clinical staff

Led by charge nurse and factors for situational awareness discussed

•Medical residents

•Pharmacy

•Adv. Practice Mgr. (Quality and Safety)

•Case Manager

•Parent Consultant

•Child Life

Unit “Watchers”

Early discharges and barriers to discharge

Patients requiring interpreter services for rounds and discharge

Unit safety concerns

Medication orders and medication reconciliation

Parent and child needs

Unit Announcements

Results

- Well attended and timely
- Relationship-building with various disciplines
- Patient issues and safety concerns are addressed face-to-face and in real time
- Participants report satisfaction which can improve team cohesiveness, operations, and patient safety

- “It’s a great way to identify issues early in the shift and get help”
- “I feel like I know the members of my team better and we are able to resolve problems sooner”
- “It’s a change in culture. Nurses now identify issues and say ‘I’ll bring that up at huddle and see what others have to say’”

Future Implications

- Expansion to weekends and holidays
- Expansion to include other disciplines such as surgical services and respiratory therapy