



## **Team Huddle: RN Role In Care Coordination**

**Kathy L. Goodman, RN, BBA**

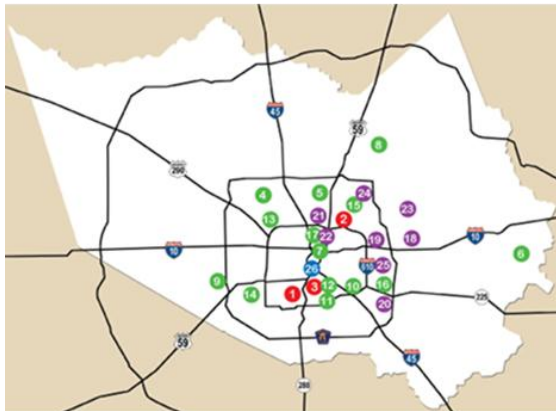
**Nurse Manager**

**Strawberry Health Center**





# HARRISHEALTH SYSTEM



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# Objectives

- Describe the RN role in coordinating the Team Huddle
- Explain The Practice Redesign
- Define The Role of Practice Team Members
- Evaluate Outcomes of Implementation

# Challenges of Patient Population



## Strawberry Health Center

Pre-Visit Planning \_\_\_\_POD

Date: \_\_\_\_\_

MD: \_\_\_\_\_

LVN: \_\_\_\_\_

RN: \_\_\_\_\_

PCT: \_\_\_\_\_

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# Comprehensive Chart Review

## Pre-Visit Planning

- The RN coordinates and manages the role of the care team members in completing Comprehensive Chart Review



Strawberry Health Center  
Pre-Visit Planning \_\_\_\_POD

Date: \_\_\_\_\_

| MD: _____ |      |           |                 |             |             | LVN: _____     |             |          |                        |          |          |
|-----------|------|-----------|-----------------|-------------|-------------|----------------|-------------|----------|------------------------|----------|----------|
| RN: _____ |      |           |                 |             |             | PCT: _____     |             |          |                        |          |          |
| NAME      | MR # | DIAGNOSIS | CHIEF COMPLAINT | APPT NEEDED | NURSE VISIT | PRE-CLINIC LAB | VACCINE MET | HEMS MET | RECENT HOSP OR SURGERY | REFERRAL | COMMENTS |
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# Comprehensive Chart Review

## Pre-Visit Planning

- Care team members to include the License Vocation Nurse (LVN) completes skill chart review
- Patient Care Technician (PCT) completes unskilled task such as reminder calls

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Pre-Visit Planning \_\_\_\_POD

Date: \_\_\_\_\_

| MD: _____ |      |           |                 |             |             | LVN: _____     |             |          |                        |          |          |
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Revised 4/30/13  
Strawberry Health Center



# **Comprehensive Chart Review**

## **Pre-Visit Planning**

- Evaluate diagnosis and chief complaint
- Identify Health Maintenance screenings
- Review need for Diabetic foot exams
- Assess need for Retinal exams
- Check last Mammogram or Pap Smear

# **Comprehensive Chart Review**

## **Pre-Visit Planning**

- Immunizations are reviewed
- Assess barriers to self-management and determines if referral is needed
- Looks at trends for Cancellation and No Show Appointments
- RN/LVN meet with physician in Team Huddle to discuss notes of Pre-Visit Planning

# Day of Team Huddle

- Pre Visit Lab orders are placed by physician
- Results of HgbA1c, Urine microalbumin, and other lab trends are reviewed
- Imaging orders or diagnostics results are reviewed



# Day of Team Huddle

- Coordination of Patient's Plan of Care
- Assess the need for appointment
- Assess the need to see another care team member instead of or in addition to physician (physician assistant, chronic disease nurse, nurse visit, or social worker)
- Determine if the patient is seeing their assigned PCP/care team

# Role of The Nurse



- Contacts patient for Pre- Clinic Lab
- Patient notified of expectation of visit
- New patients instructed to bring all pill bottles and other medical records
- Documents intervention as Pre-Clinic Encounter

# Benefits of Pre-Visit Planning and Team Huddle Worksheet

- Pre Visit Worksheet is used as a reminder of what patient needs on day of visit
- Future Orders are signed off by physician on day of visit
- Focus assessment for appointment is carried out
- No need to search through electronic record

# **Benefits of Pre-Visit Planning and Team Huddle Worksheet**

- Enhance comprehensive care coordination
- Integrate the need for ancillary services and care management
- Increase patient centeredness
- Assist physicians in meaningful use indicators

# Implementation of Pre Visit Planning Phase

- Physician's schedules are reviewed one week in advance
- Promotes throughput of time
- Provide a seamless process on day of patient's visit
- Identify any clinical needs in the patient's medical record





# **Implementation of Pre Visit Planning Phase**

- During first six month pilot two physician appointment slots were utilized to review schedules
- Success seen by reduction of one twenty minute time slot

# Challenges of Implementation

- Commitment to change
- Sustainability to the process
- Ability to navigate electronic medical record
- Time management skills

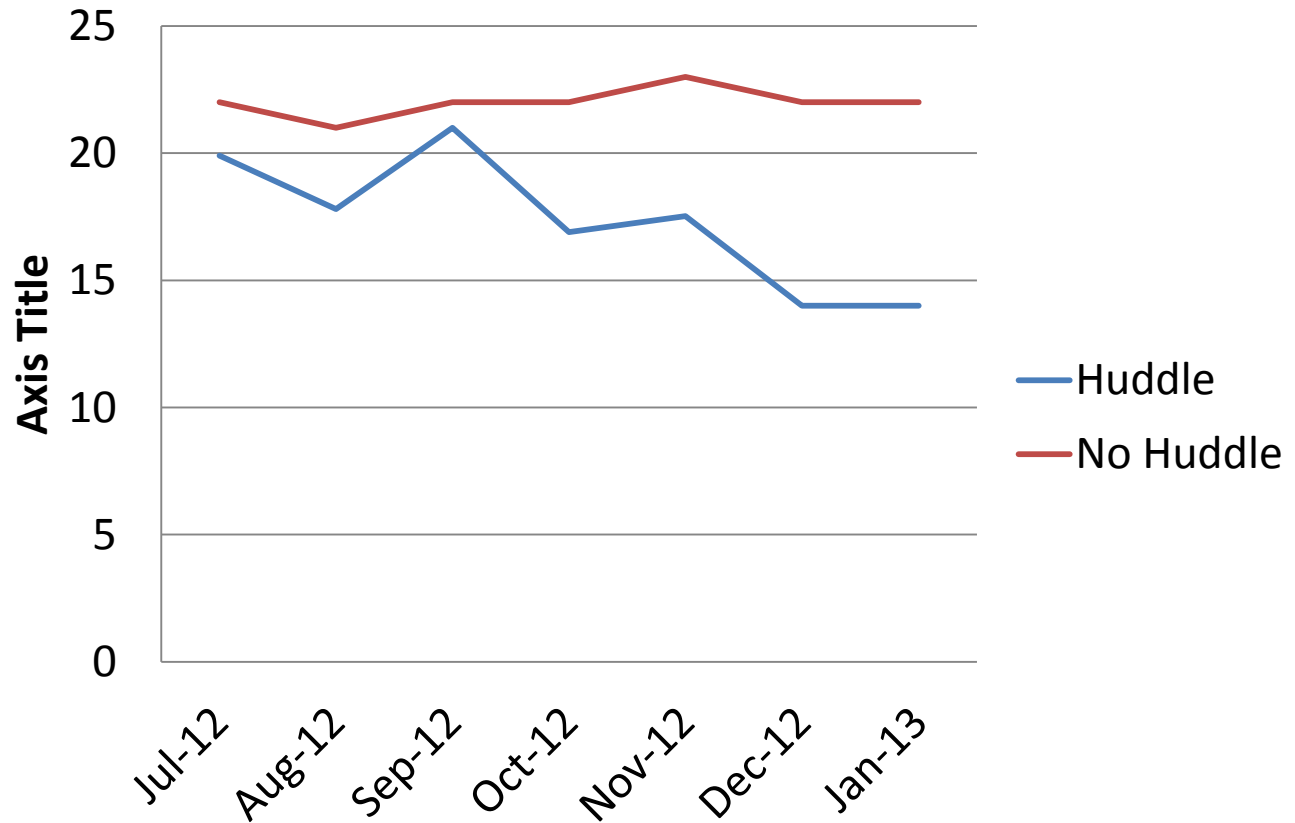


# Success of Team Huddle

- Continued team base approach in meeting standards of care
- Efficient focus screening
- Professional team building of nurse-physician partnership



## Team Huddle No Show Outcomes

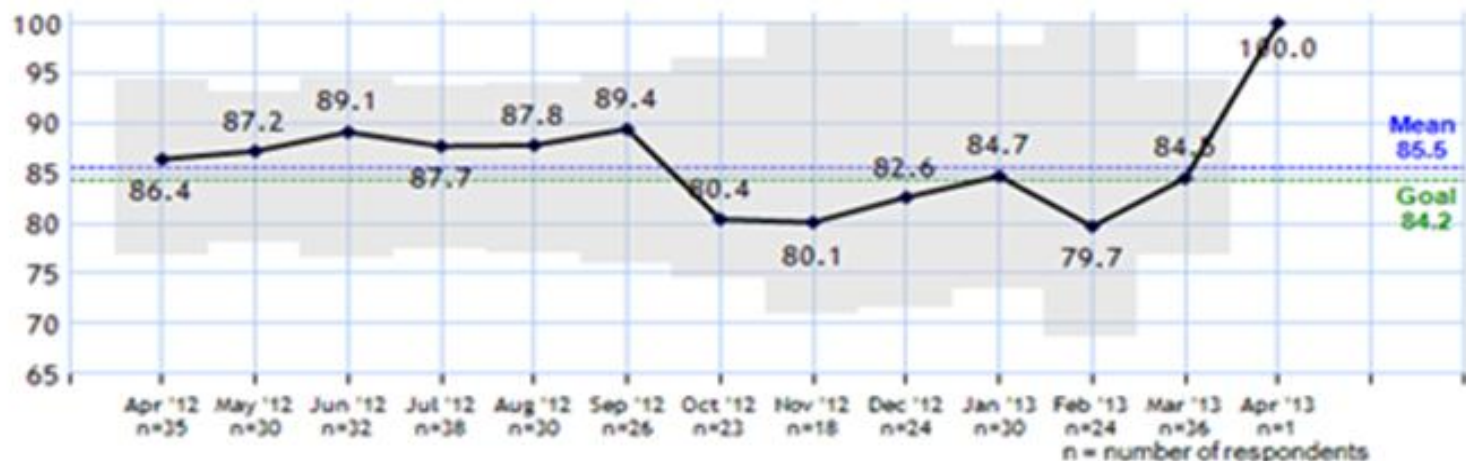


## Strawberry Health Center Patient Satisfaction

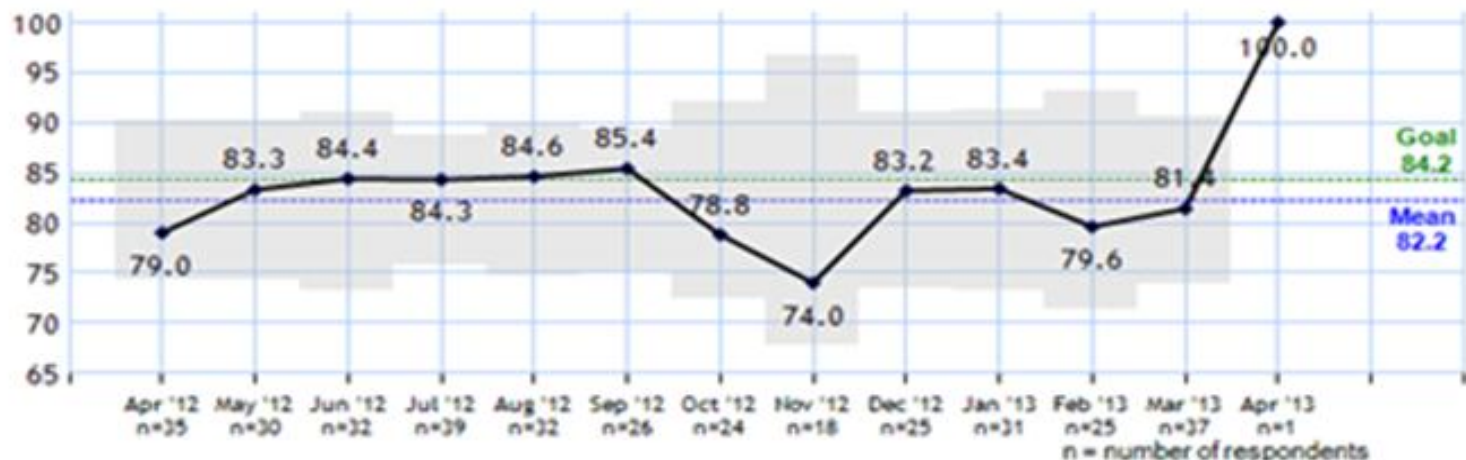


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### Section - Nurse/Assistant



### Strawberry Health Center - Overall





# Team Huddle

## In Action





# Strawberry Health Center Nursing



# **Acknowledgements**

**Thank you to Harris Health System and Strawberry Health  
Center Nursing and Physician Staff:**

Linda Keenan, BSN, MPA, RN-BC

Jennifer Lahue, BSN, MBA

Adriana Barron BSN, MBA, RN-BC

Claudia Luciana- Thomas, BSN, MHA

Nena Bonuel, PhD, RN, CCRN, CNS, ACNS-BC

Dr. Erica Brown, MD

Dr. Thomas Porter, MD



# Questions





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