



The Power of a Team Huddle During the COVID-19 Pandemic

Staci Eguia, MSN, RN, CCRN, Mahroz Mohammed, BSN, RN, CMSRN,
& Kimberly Potts, MSN, RN, CNOR

Background

Debriefing is a structured process designed to continuously evolve in rapidly changing situations that originated in the military to learn quickly and address concerns or changes.

In a leading oncology organization, a new offsite ambulatory procedure unit was established. The procedure area included 2 service lines and 3 modalities of care:

- Interventional Radiology
- Endoscopy
- Post Anesthesia Care Unit

The clinical team included Registered Nurses, Medical Assistants, Radiologic Technologist, CRNAs and Endoscopy Technicians.

Leading a new clinical team can be challenging and even more so during a global pandemic.

The focus of daily team huddles were to mitigate fear related to COVID- 19 healthcare challenges, promote teamwork, address patient safety concerns, establish workflows, and identify challenges.

Objectives

Establish a Daily Team Huddle to promote:

- Communication forum during COVID-19 pandemic
- Create healthy work environment standards
- Identify risk management concerns
- Promote teamwork
- Provide a venue for feedback
- Develop leadership skills for charge nurses
- Safe environment for discussion
- Discuss strategic direction

Implementation

Daily Debrief Tool
Charge Nurse/Team Lead/ MA/ MERIT

	Identified Concern/Action	Resolution/Recommendation
Any identified concerns from today		
Staffing		
Patient Census		
Identified concerns for tomorrow		
Equipment needs, supply needs		
Other		
Team member acknowledgement		

Implementation of the team huddle was established by the leadership team which included the Nurse Manager, Assistant Nurse Manager, and Clinical Development Specialist. Daily team huddles were conducted at the same designated time and location. Guidelines for the team huddle were developed and a daily debrief tool was initially utilized to provide consistency. Each Daily Huddle concluded with recognition of staff recognition to end with a win.

Assessing Effectiveness of Debrief

Survey Questions

Daily Debriefs are meaningful to my professional practice

I feel **safe** to speak up during the debrief if I identify an issue

Daily Debriefs can improve the patient experience

Conducting a daily debrief is an effective way to communicate institutional needs and unit based needs

Conducting a daily debrief has improved my communication with my leadership team and team members

- Survey results indicated 95% of the respondents perceived the daily debrief as an effective way to communicate institutional updates.
- Survey results indicated 85% of the respondents believed that the daily team huddle improved their communication with leadership and team members.
- Survey results indicated 99% of the respondents felt safe speaking up in the daily debrief.
- All team survey respondents indicated that daily debriefs can improve the patient experience.

Implications for Practice

Conducting daily team huddles improved team communication by creating a safe venue where team members felt empowered to address workflow concerns and identify safety issues.

Implementation of this daily communication tool could help improve staff retention, patient safety and the patient experience.

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- Endoscopy Team Leads
- Medical Assistant Team Lead
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