

Inpatient Huddle Messages

Topic	Message focus:
In Room White Boards	<ul style="list-style-type: none"> • introducing the whiteboard to patients • importance of filling in care team's names • importance of filling in goal for the day • importance of filling in estimated discharge date • Importance of updating each shift
Entering Patient Rooms	<ul style="list-style-type: none"> • steps for entering a room • introducing self and role • leaving the room as I found it • words that inspire confidence • managing each other up with patients and families (saying positive things about our colleagues)
Patient and Family Notebooks	<ul style="list-style-type: none"> • purpose of the notebook • opportunities to use the notebook
Discharge Envelope	<ul style="list-style-type: none"> • purpose of the envelope • opportunities to use the envelope
Service Recovery	<ul style="list-style-type: none"> • tips for difficult conversations • the LEAD model for service recovery – reinforce each of the four steps
Quiet Times	<ul style="list-style-type: none"> • overcoming barriers to quiet times • ways we can all reinforce quiet times with patients • talking with families and visitors about quiet times • talking with physicians about quiet times • Minimizing conversations outside patient rooms and at nurses' stations
Patient Experience Metrics and Goals	<ul style="list-style-type: none"> • reminders of targets for the year – review indicators and targets • reminder to review current results & verbatim comments with the team • use of communication boards • reinforce discussions about actions and best practices to achieve targets • how to convey that our goal is “always”
Pain Management	<ul style="list-style-type: none"> • review language of two pain questions on HCAHPS • discuss how we can convey that “we are doing everything we can” • reminders of resources for pain management
Hourly Safety Rounding	<ul style="list-style-type: none"> • reinforce the 4 P's • reinforce benefits
Voice of the Patient	<ul style="list-style-type: none"> • share patient comments for discussion – both positive and negative • Discuss opportunities for improvement
Responsiveness	<ul style="list-style-type: none"> • review responsiveness questions on HCAHPS • Ways to prevent call bells (hourly rounding)

Purpose:

- Support leaders in reinforcing key concepts and messages

Structure:

- Emailed weekly to inpatient leaders
- Used in a staff huddle sometime during the week

Goals:

- Reinforce key best practices
- Reminders about communication tips

This week's Patient Experience Huddle Message

BEST PRACTICE

Using the discharge envelope to effectively communicate with patients and families

HUDDLE MESSAGE

How does using the discharge envelope strengthen communication between staff, patients and their families?

You make a difference!

Week 4

Week #	Best Practices	Huddle Message
1	Observing and explaining quiet times	What are some of the challenges observing quiet times ? What are some ways that you could help promote quiet times with your colleagues and patients/families/visitors?
2	Entering patient rooms and communicating effectively	Why is it important to knock before entering a patient room?
3	Using the patient and family notebook to effectively communicate with patients and families	When do you typically introduce the notebook to patients and their families? What information is most useful to you? To the patient? To the families?
4	Using the discharge envelope to effectively communicate with patients and families	How does using the discharge envelope strengthen communication between staff and the patients and their families? What types of documents would be helpful for the patient to have in their envelope?
5	Effectively communicating to patients and families during service recovery using the LEAD Model -Listen -Empathize -Apologize -Do the Right Thing	Describe a time when you listened carefully to a complaint from a patient or family member. How did that change your interaction with them?
6	Using in room white boards to effectively communicate with patients and families	How does seeing information posted on a white board help patients and their families? What are some of the most common questions your patients ask you?

Week #	Best Practices	Huddle Message
7	<p>Rounding hourly on patients to address patient safety and needs. 4 P's of safety: -Presence -Pain -Position -Personal Hygiene</p>	<p>Discuss how hourly rounds can proactively address a patient's level of pain.</p>
8	<p>Observing and explaining quiet times</p>	<p>What resources do you have available to give to patients to promote a resting, healing environment? Do you know where the lean cart is on your unit?</p>
9	<p>Everyone can be responsive to patients' needs</p>	<p>How might asking "Is there something else I can do for you?" before you leave a room help to prevent patients needing to use the call bell?</p>
10	<p>Always behaviors for everyone</p>	<p>What are some ways you could help promote a warm, welcoming environment to our patients and their families?</p>
11	<p>Using in room white boards to effectively communicate with patients and families</p>	<p>How might it be helpful to patients and their families to see who their care team is? How often does the information get updated on your unit?</p>
12	<p>Entering patient rooms and communicating effectively</p>	<p>Why is it important to introduce yourself and your role? How many different team members do you think our patients and families interact with over the course of a hospital stay?</p>
13	<p>Using the patient and family notebook to effectively communicate with patients and families</p>	<p>How can you encourage patients and families to use the notebook?</p>

Week #	Best Practices	Huddle Message
14	Effectively communicating to patients and families during service recovery using the LEAD Model -Listen -Empathize -Apologize -Do the Right thing	What words do you find helpful when empathizing with a patient or family member?
15	Observing and explaining quiet times	How do you talk to visitors about Quiet Times? Is the start of Quiet Hours announced to patients on your unit?
16	Using patient experience metrics to formulate hospital and unit goals	What patient experience areas are you working on in your unit? How can you help your unit to meet their targets?
17	Always behaviors for everyone – including being aware of patients and families as we move through the hospital environment.	What are some different places that you encounter patients and their families in the hospital? Why is it important to be aware of our patients and families in those areas?
18	Efficiently managing pain	What resources are available to the patient and the care team when pain management becomes difficult?
19	Rounding hourly on patients to address patient safety and needs. 4 P's of safety: -Presence -Pain -Position -Personal Hygiene	What would you do or say to convey you are fully present to a patient when you're rounding?

Week #	Best Practices	Huddle Message
20	Everyone can be responsive to patients' needs	What are some ways you can help to prevent a patient from needing to use a call bell?
21	Always behaviors for everyone	How can unit teams keep public areas clean and organized?
22	Using in room white boards to effectively communicate with patients and families	Why is discussing and writing a goal for the day on the white board important? How can developing goals help prepare the patient and their family for discharge?
23	Entering patient rooms and communicating effectively	What non-clinical words, phrases or questions can you use to make the patient feel more at ease?
24	Using the patient and family notebook to effectively communicate with patients and families	How does using the notebook strengthen communication between staff and the patients and their families?
25	Effectively communicating to patients and families during service recovery	Describe a time when you performed service recovery with a patient or family member. What did you find challenging about the process?
26	Observing and explaining quiet times	Describe a time when you had to remind a patient or a colleague about Quiet Times. What words or phrases did you use?
27	Using patient experience metrics to formulate hospital and unit goals	What are some service best practices you are using on your unit? How might they positively affect your unit's performance?

Week #	Best Practices	Huddle Message
28	<p>Rounding hourly on patients to address patient safety and needs. 4 P's of safety: -Presence -Pain -Position -Personal Hygiene</p>	<p>How often do you receive call bells from patients asking for help with positioning?</p>
29	<p>Hearing and responding to the "voice of the patient"</p>	<p>Reflect on this patient comment: "I received the best quality of care anyone could ever ask for. Your hospital is terrific."</p>
30	<p>Always behaviors for everyone</p>	<p>Discuss why eye contact is important when talking to patients and their families.</p>
31	<p>Using in room white boards to effectively communicate with patients and families</p>	<p>What benefits are there for patients and families seeing a discharge date listed on the whiteboard? How does this information help the care team as well?</p>
32	<p>Consistently leave the patient's room in the same way that you found it, or better, i.e. pull up the tray; dim the lights</p>	<p>Why is it important to leave the room how you found it or better?</p>
33	<p>Observing and explaining quiet times</p>	<p>What are some ways that we can help each other to remember when to acknowledge and observe Quiet Times for patients?</p>

Week #	Best Practices	Huddle Message
34	Always behaviors for everyone	What resources do you have on your unit to help communicate with patients and families that speak other languages?
35	Entering patient rooms and communicating effectively	Do you typically introduce your name and your role when going into a patient's room for the first time?
36	Entering patient rooms and communicating effectively	Why might it be helpful to a patient if before you left the room you asking if there was something else the might need?
37	Entering patient rooms and communicating effectively	What words or phrases can you use to assure the patient you are there to help them?
38	Entering patient rooms and communicating effectively	Describe an experience where a patient was empowered to make choices in their recovery. How might this make patients feel?
39	Always behaviors for everyone	Why is explaining each step of the process so important to patients and their families?
40	Hearing and responding to the " voice of the patient "	Reflect on this patient comment: "I thought the quality of care I received was fantastic. I'm very, very happy with it. I would go back to MGH for another procedure." How does this patient comment make you feel about your job?
41	Entering patient rooms and communicating effectively	Why is it important to check for understanding after doing teaching with the patient and families?
42	Always behaviors for everyone	When was the last time you saw a patient or family member that looked lost?

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43	Always behaviors for everyone	Share an example of a time when you saw a staff member help a patient on an elevator.
44	Hearing and responding to the “ voice of the patient ”	Reflect on this patient comment: “The hospital lost my jacket. They moved me so many times and I lost my stuff. They never recorded my personal things.” What steps would you take to solve this patients dilemma?
45	Everyone can be responsive to patient’s needs	What are some questions you can ask patients to make sure they have everything they need?
46	Using patient experience metrics to formulate hospital and unit goals	Where are the patient experience metrics posted in your unit? Do you review your metrics at team meetings and discuss opportunities for improvement?
47	Effectively communicating to patients and families during service recovery using the LEAD Model <ul style="list-style-type: none"> • Listen • Empathize • Apologize • Do the Right thing 	Share an example of a time when you performed service recovery with a patient or family member. What words did you use to apologize?
48	Entering patient rooms and communicating effectively	Talk about a time when you spoke positively about a colleague with a patient or family member. How did this help promote confidence in the care team?
49	Using patient experience metrics to formulate hospital and unit goals	What would the care on your unit need to look like in order to get an ‘always’ rating?

Week #	Best Practices	Huddle Message
50	Using patient experience metrics to formulate hospital and unit goals	How is your unit currently doing on it's patient experience goals? What is working well? In what areas are you working to improve?
51	Efficiently managing pain	What challenges are there to managing patients' pain on your unit? How do pain management expectations vary among patients?
52	Effectively communicating to patients and families during service recovery using the LEAD Model <ul style="list-style-type: none"> • Listen • Empathize • Apologize • Do the Right thing 	What resources are available on your unit to help with service recovery? Why is it important to close the loop with patients and families after you look into the issue?