POLICY | PURPOSE STATEMENT:
It is the policy of the TTUHSC SON Larry Combest Community Health and Wellness Center clinics to serve as a patient centered medical home to our patients. The purpose of this policy to provide a process for a daily team meeting to review the daily schedule and patient needs, and an afternoon debrief to evaluate care and performance.

SCOPE:
This policy applies to the TTUHSC SON Larry Combest Community Health and Wellness Center patient-centered medical home recognized clinics, its patients, providers and staff.

DEFINITIONS:
Huddle – A short team planning session to discuss team formation, roles and responsibilities. Also, to establish expectations, anticipated outcomes, likely contingencies, and the climate for patient care.

Debrief – Information exchange session designed to improve team performance and effectiveness through lessons learned and reinforcement of positive behavior.

PROCEDURE:
A. Combest Morning Huddle
1. The clinic teams will gather at the nurse’s station each morning for a team huddle, which will begin promptly at 0800.
   • Staff representing all areas of clinical operations will be present at the morning meeting.
   • All Nursing and Provider staff will be expected to attend and participate.
   • The agenda will be facilitated by a team member appointed by administrative staff.
   • Agenda items will include staff out of clinic for the day, staff coverage assignments for staff out of clinic, patient schedule, patient care needs,
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patient appointment availability, meetings scheduled, on-call Provider and general informational announcements.

2. The Combest clinics Team Huddle Form will be completed by the facilitator and posted on the Nurse’s station bulletin board and the front desk bulletin board (out of public view), for those with staggered start times after 0800. Team members not present at the morning huddle will read and initial the information. No patient information will be included on the posted forms.

3. Patient care needs for the day will be communicated by the Provider to their team members. Follow-up communications will be entered through secure messaging.

4. Huddle forms will be electronically retained for 3 years.

B. Afternoon Debrief

1. The Combest Wellness clinic team will gather at the Nurse’s station each afternoon at the agreed time for a team debrief.

2. Staff representing all areas of clinical operations will be represented.

3. All Nursing and Provider staff that are not currently involved in patient care will be expected to attend.

4. The agenda will be facilitated by an appointed team member.
   - The facilitator will complete the Combest Team Debrief form Attachment B.
   - Evaluation of the day’s schedule availability, to assure access for all patients, will be performed and suggestions made regarding future scheduling needs if indicated. The facilitator will share this information with the executive leadership team.
   - Opportunities to improve team performance will be discussed and evaluated.
   - Moments of success and exceptional performance by the team or a team member will be shared.

5. Debrief information will be evaluated by the leadership team for reoccurring and/or trending issues.

RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate necessary revisions based on collaboration and input by Policy and Procedure committee and through Administrative management of this policy, including the review and revisions will be the responsibility of the Clinical Services Director and Nurse Manager.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.
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ATTACHMENTS:
Attachment A: Combest Wellness Team Huddle
Attachment B: Combest Wellness Team Debrief
Attachment C: Combest Central Team Huddle
Attachment D: Abilene Community Team Huddle
Attachment E: Abilene Community Debrief
Attachment F: Combest Central Debrief