

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

Any identified concerns from today Staffing Patient Census Identified concerns for tomorrow

Equipment needs, supply needs

Other

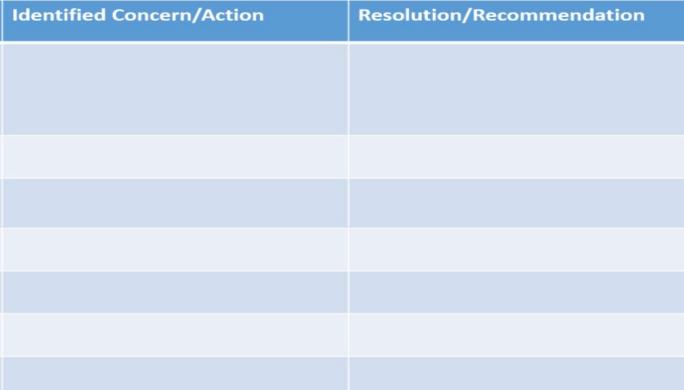
Team member acknowledgement

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.

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

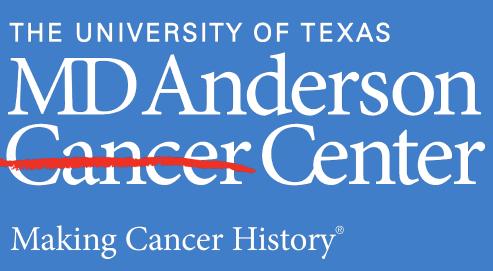
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Daily Debrief Tool Charge Nurse/Team Lead/ MA/ MERIT



Assessing Effectiveness of Debrief

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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.

Acknowledgements

- West Houston Procedure Team Clinical Charge Nurses
- Interventional Radiology Team Lead
- Endoscopy Team Leads
- Medical Assistant Team Lead
- Medical Emergency Rapid-Intervention Team (West Houston)



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