

Daily Huddle

Key Principles & Priorities

- To ensure safety of all team members
- To promote effective, consistent team communication
- To oversee and prioritize caseloads
- To provide a supportive space for learning & development

Design

- Daily (M-F), 30 minutes, 8:30-9am
- Attendance is mandatory for all COACHH staff
- Staff may call in if being on-site conflicts with community-based visits
- LICSW leads the huddle
- Active participation by all is encouraged

CHART at Hallmark Health: Collaborative Outreach and Adaptable Care (COACHH)

- *Primary target population:* Patients with ≥10 ED visits in previous 12 months
- *Primary aim:* Reduce ED utilization by 20%
- *Team:* Social Worker (LICSW) who supervises 3 CHWs; NP; Executive Director; (part-time: Pharmacist, Physician consultants, Administrative Assistant)

Preparation

- LICSW reviews report of overnight ED visits
- NP reviews current inpatients
- Coaches (CHWs) prepare questions from previous day and identify goals for today's scheduled patients

Agenda

Staff should feel comfortable to raise any concerns. The team should have a clear understanding of who the patients are and where staff members are going. Initial home visits are typically conducted in pairs (CHW and LICSW or NP).

Recap from previous day:

1. Address any safety concerns

2. Discuss questions and/or concerns

All questions raised are answered by the team. The clinicians typically provide resource and treatment recommendations, while the Coaches give detailed insight into a patient's situation.

Tip: For the most service intensive cases, rotate Coach every few months to prevent staff burnout. Provide your patient with a warm hand-off.

Prep for today:

3. Address overnight calls or voicemails

4. Review overnight admissions

5. Assign follow-up calls or visits for recently seen patients

6. Review goals for each patient visit scheduled for the day

7. Wrap up with announcements or items for follow up

When assigning new patients, the team rotates among Coaches to ensure even caseload. LICSW monitors caseload and makes adjustments as needed. All assignments are recorded in Hallmark's care coordination system.

The team limits updates to 2 minutes per patient. LICSW and NP provide a brief summary while Coaches add further detail. The goals are short and driven by the patient's care plan.

Tip: Celebrate all successes! From enrolling a new patient in the program to diverting a patient from the ED – no success is too small. Team meals and positive messages go a long way.

Tip: As a team, be patient and perseverant. It takes time and practice to address each agenda item efficiently and effectively within a short timeframe.