



Huddle Boards Reinvented

5 Minutes a Day Promoting Wellness and
Developing Culture

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ICPH 2018

INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH[®]

AMA
CMA
BMA



Faculty/Presenter Disclosure

Faculty: Eryn Xavier, MD

Relationships with commercial interests:

None to disclose



Who we are



ICPH 2018

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Before

- Module Meeting
- Monthly
- 40 minutes
- Run by module lead
- Mostly announcements or problems
- No problem solving

After

- Huddle
- Daily
- 5 minutes
- Run by staff and physicians
- Includes guest speakers
- Includes “Bright Spots” daily and dedicated wellness day
- Includes collaborative problem solving



Focus on **Culture & Wellness**



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We build trust to promote health

BRIGHT SPOTS

Missed Opportunities

G M B X
 0 0 0 00 hrs

IS YOUR BUCKET FULL?

Peak Thursdays
 Not started today Fridays

CLINICAL EXCELLENCE



RESPECT



COMPASSION



EFFICIENCY



ANNOUNCEMENTS

1. Immunization Update
 2. IMMO app - updated encourage visit
 3. Lunch date for LCP
 4. Peds Blog <http://thetransfamilies.org>
- Idea!**
1. Shipping 13% would start in 2014

	Do it!	Doing it!	Done!
PEOPLE	Stocking UBT Beth Eryn Beth	Toback Brianna + Michael	Pedi DDM Room 6 DPMG Summer
PLACE	FFR 3	when the calls after physical exam	JVAS strings Frowde Computer in office for vital protection
PROCESS	During AD	Order under exam Say that apparently	Hearing Test Inj.

Web Storage

Vacaville Family Medicine

We build trust to promote health

Michelle 8/9 - 8/10
Dr. R. C. Vaccines
M. W. 1/11 - 1/12
M T W T F

Winter					
Hutter					
Micela					
Bachner					
Brake					
McClure					
McClure					
Mason					
Mason					
Rosen					

CLINICAL EXCELLENCE

Objective: Rate of ED & Hospital clinic Visits

Week 1	Week 2	Week 3	Week 4

RESPECT

Objective: # of patients meeting standards of Respect

Week 1	Week 2	Week 3	Week 4

COMPASSION

Objective: # of patients meeting standards of Compassion

Week 1	Week 2	Week 3	Week 4

EFFICIENCY

Objective: # of Patients finished from waiting room

ANNOUNCEMENTS

Start MAP Coding Nov

ADVANCED STEPS COMPLETION

BASHEER	0
MASON	0
MCCLURE	0
ROSEN	1
HUTTER	2
RAMIREZ-HARME	2

PEOPLE

Idea!

PLACE

Do it!

PROCESS

Doing it!

EFFICIENCY

Done!

BRIGHT SPOTS

• Healthcare Policy Presentation + advocacy!

• Syncope education/ prevention

• Home BP/M/2

• TB Process

Memory Clinic

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BRIGHT SPOTS

August Birthdays -
 Ramona
 Lidia
 Priscilla
 Sharon
 Mark
 Terry

CLINICAL EXCELLENCE

RESPECT

COMPASSION

EFFICIENCY

ANNOUNCEMENTS

Plu Season 11 Closing!
 After 8/25, please complete
 your 90 Year Honor
 Card Name
 NCA, Plu Services
 Extension 197-748
 Card Number 0276765
 — open appointments

PEOPLE

PLACE

PROCESS

Problem or Idea!

Do it!

Doing it!

Done!

MPP

LOOK AT ALL WE'VE
 ACCOMPLISHED!
 TRIAGE FORMS

MEDICAL ASSISTANTS

	MPS	95	100
Edmond	86.7	NA	
Shawn	81.3	85	
Paul	86.5	100	
Ali	80.0	100	
AMERIC	86.2	94.7	
Kathy	100	80	
EDMAN	80.4	85.7	
AMBI	90.4	94.7	
Vera	89.4	94.7	
DEMAN	83.3	100	
AMBI	90.0	77.8	
CELA	96.7	100	

AMBI	86.5	76.2
Shawn	82.6	92.3
Jessie	94.4	95
Shawn	91.7	93.3
Shawn	78.9	100
AMBI	NA	85.7
AMBI	NA	NA
AMBI	NA	NA
AMBI	NA	NA
AMBI	100	100
AMBI	NA	NA

PROVIDERS	MDP	GOAL 90%
PACHAR	88.4	90
EDMAN	94.7	94.7
EDMAN	86.1	90
EDMAN	92.3	91.3
EDMAN	83.3	87.1
EDMAN	NA	NA
EDMAN	79.7	82.3
EDMAN	96.7	91.3
EDMAN	100	100
EDMAN	85.1	85
EDMAN	89.7	91
EDMAN	85.3	88
EDMAN	90.3	94.4
EDMAN	92.4	94.1
EDMAN	92.4	87.2
EDMAN	91.4	97.3
EDMAN	88	90
EDMAN	79.5	77.7
EDMAN	75	75

Women's Health



Oncology



WE BUILD TRUST TO PROMOTE HEALTH

ANNOUNCEMENTS	CLINICAL EXCELLENCE	RESPECT	COMPASSION	EFFICIENCY	PROBLEMS RAISED! IDEAS TESTED! IDEAS IMPLEMENTED!	
					INDIVIDUAL SCORES	
	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>	MPS	
					MA	
BRIGHT SPOTS	ACTION PLAN <ul style="list-style-type: none"> • A action • B action • C action 	ACTION PLAN <ul style="list-style-type: none"> • A action • B action • C action 	ACTION PLAN <ul style="list-style-type: none"> • A action • B action • C action 	ACTION PLAN <ul style="list-style-type: none"> • A action • B action • C action 	MD	
EVERY DAY PROBLEM SOLVING					SAFETY	
PROBLEM OR IDEA!	DO IT!	DOING IT!	DONE!			
<div style="border: 1px solid black; width: 60px; height: 60px; margin: 0 auto;"></div>	<div style="border: 1px solid black; width: 60px; height: 60px; margin: 0 auto;"></div>	<div style="border: 1px solid black; width: 60px; height: 60px; margin: 0 auto;"></div>	<div style="border: 1px solid black; width: 60px; height: 60px; margin: 0 auto;"></div>			



Evolution of Huddles: Building on Success

Early Implementation

- Many team members attend
- Daily “Bright Spots” and “Announcements”
- 1 day/week focused on Wellness
- Raising issues
- Resolving minor issues (Quick Wins)
- High Level Focus Areas
- Manager or Chief lead

Engaged Team Huddles

- Start with the “Why”
- Entire team attends huddles
- Team frequently surfaces ideas
- Team discusses ways to improve focus areas and assigns tasks
- Tests ideas to implement solutions
- 3 focus areas per month
- Staff and physicians lead

High Functioning Teams

- Actively testing changes to improve patient experience
- Setting new (higher) aspirations for focus areas
- Utilizing structured framework to solve problems (A3 thinking, standard work, PDSA)
- New leaders emerging



Department Name

	Department Name		PROBLEMS RAISED IDEAS TESTED IDEAS IMPLEMENTED																												
ANNOUNCEMENTS	Focus Area 1	Focus Area 2	DEPARTMENT																												
	Why is important? <hr/> Where are we now? Where do we want to be?	Why is important? <hr/> Where are we now? Where do we want to be?																													
	Possible Causes	Possible Causes																													
	Improvement Ideas	Improvement Ideas	SAFETY																												
	Results	Results																													
BRIGHT SPOTS																															
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3">Quick Wins</th> </tr> <tr> <th>Problem/Idea</th> <th>Parking Lot</th> <th>Next up</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Quick Wins			Problem/Idea	Parking Lot	Next up										<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Change?</th> <th>What's happening?</th> <th>Person Responsible</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td></td> </tr> </tbody> </table>	Change?	What's happening?	Person Responsible	1			2			3			Quick Wins Log <div style="border: 1px solid black; width: 50px; height: 50px; margin: 0 auto;"></div>
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1																															
2																															
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The Impact of Huddling

- Improved patient satisfaction scores
- Rapid implementation of operational change
- Improved Team Dynamics & Wellness
- Development of new leaders

