Team Huddle: RN Role In Care Coordination

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Strawberry Health Center
HARRIS HEALTH SYSTEM
Objectives

- Describe the RN role in coordinating the Team Huddle
- Explain The Practice Redesign
- Define The Role of Practice Team Members
- Evaluate Outcomes of Implementation
Challenges of Patient Population
Strawberry Health Center
Pre-Visit Planning ______POD

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<th>LVN: ________________</th>
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Revised 4/30/13
Strawberry Health Center
Comprehensive Chart Review
Pre-Visit Planning

- The RN coordinates and manages the role of the care team members in completing Comprehensive Chart Review.
Comprehensive Chart Review
Pre-Visit Planning

- Care team members to include the License Vocation Nurse (LVN) completes skill chart review
- Patient Care Technician (PCT) completes unskilled task such as reminder calls

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Strawberry Health Center
Pre-Visit Planning _____POD

Date: ____________

Revised 4/28/13
Strawberry Health Center
Comprehensive Chart Review
Pre-Visit Planning

- Evaluate diagnosis and chief complaint
- Identify Health Maintenance screenings
- Review need for Diabetic foot exams
- Assess need for Retinal exams
- Check last Mammogram or Pap Smear
Comprehensive Chart Review
Pre-Visit Planning

• Immunizations are reviewed
• Assess barriers to self-management and determines if referral is needed
• Looks at trends for Cancelation and No Show Appointments
• RN/LVN meet with physician in Team Huddle to discuss notes of Pre-Visit Planning
Day of Team Huddle

- Pre Visit Lab orders are placed by physician
- Results of HgbA1c, Urine microalbumin, and other lab trends are reviewed
- Imaging orders or diagnostics results are reviewed
Day of Team Huddle

• Coordination of Patient’s Plan of Care
• Assess the need for appointment
• Assess the need to see another care team member instead of or in addition to physician (physician assistant, chronic disease nurse, nurse visit, or social worker)
• Determine if the patient is seeing their assigned PCP/care team
Role of The Nurse

- Contacts patient for Pre- Clinic Lab
- Patient notified of expectation of visit
- New patients instructed to bring all pill bottles and other medical records
- Documents intervention as Pre-Clinic Encounter
Benefits of Pre-Visit Planning and Team Huddle Worksheet

- Pre Visit Worksheet is used as a reminder of what patient needs on day of visit
- Future Orders are signed off by physician on day of visit
- Focus assessment for appointment is carried out
- No need to search through electronic record
Benefits of Pre-Visit Planning and Team Huddle Worksheet

- Enhance comprehensive care coordination
- Integrate the need for ancillary services and care management
- Increase patient centerness
- Assist physicians in meaningful use indicators
Implementation of Pre Visit Planning Phase

- Physician’s schedules are reviewed one week in advance
- Promotes throughput of time
- Provide a seamless process on day of patient’s visit
- Identify any clinical needs in the patient’s medical record
Implementation of Pre Visit Planning Phase

• During first six month pilot two physician appointment slots were utilized to review schedules
• Success seen by reduction of one twenty minute time slot
Challenges of Implementation

- Commitment to change
- Sustainability to the process
- Ability to navigate electronic medical record
- Time management skills
Success of Team Huddle

- Continued team base approach in meeting standards of care
- Efficient focus screening
- Professional team building of nurse-physician partnership
Team Huddle
No Show Outcomes

Axis Title

Huddle
No Huddle
Team Huddle
In Action
Strawberry Health Center Nursing
Thank you to Harris Health System and Strawberry Health Center Nursing and Physician Staff:

Linda Keenan, BSN, MPA, RN-BC
Jennifer Lahue, BSN, MBA
Adriana Barron BSN, MBA, RN-BC
Claudia Luciana- Thomas, BSN, MHA
Nena Bonuel, PhD, RN, CCRN, CNS, ACNS-BC
Dr. Erica Brown, MD
Dr. Thomas Porter, MD
Questions
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