

Daily Huddle

The huddle is a quick meeting held once per patient day, either first thing in the morning or at the end of the day, to go over the next day's patients. This meeting gets everyone oriented and coordinated regarding the day's patients, appointments, and procedures.

Unexpected schedule changes, special circumstances, and any unique patient needs should be addressed at this time. The meeting should focus on coordination for getting extra procedures done, logjams in the day's flow, the anticipated need for assistance from team members, and the steps needed to enhance the experience or level of customer service for a particular patient. This meeting should not be used to discuss general practice business or to review every detail about every patient. Medical histories can be addressed by the back office staff, and insurance matters can be addressed by the front office staff.

Everyone scheduled to work should be in attendance.