

HUDDLE POWER

In sports, teams huddle in a tight circle to strategize, motivate or celebrate. Huddles aren't that different at Kaiser Permanente, except that they usually happen around a nurses' station, in a hospital hallway, or around a cubicle, rather than on field or in an arena.



KP's most successful unit-based teams, those that continuously improve performance and lead change, use huddles to share information and stay on top of team business. These frequent, candid conversations create working environments conducive to learning and collaboration.

Huddles, done well, keep team members up to date with what is going on in the department—and give them the opportunity to offer input on projects and tests of change. Huddles also boost morale and team cohesion.

"Huddle power" is a 5-minute video that highlights two KP teams that regularly huddle to tackle day-to-day issues, advance performance improvement projects and give "snaps" to colleagues who go the extra mile.

Watch and see how huddles—and snapping—have helped these teams improve communication, morale and, best of all, patient care. Show the video at your next meeting to inspire other teams to huddle. Afterward, use these questions to spark discussion.

1. Does your team huddle? If so, how has it benefited?
2. If your team doesn't huddle, what's getting in the way?
3. What does a solution look like for your team?

Watch and download the video at LMPPartnership.org—type **huddle power** in the search box on the home page.

