



MICHIGAN COUNTIES VIRTUAL LEGISLATIVE CONFERENCE

APRIL 28-29, 2021

Huddles: Improved Communication is Key to Staff Engagement

10:15 AM - 11:45 AM



Steve Palmreuter

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Steve founded Boost Value Consulting in 2016 and has over 20 years experience as a coach for healthcare (including skilled nursing), government, service, and manufacturing. His passion is helping healthcare providers improve the processes which increase staff engagement and resident care.

Steve has aided 10 MCMCF members with the implementation of huddles with 7 other facilities currently in progress. Huddles are strongly recommended by CMS via the National Nursing Home Quality Care Collaborative as a best practice.

Session Description:

Florence Nightingale once stated that leaders own the system which enables the RIGHT things to get done. If "communication" is one of your lowest scoring staff satisfaction survey questions, you are not alone. This is typical across many industries. Huddles are a tool which enable the RIGHT things to get done while improving staff engagement via improved communication.

In this session, we will learn how huddles are recommended by CMS and are a tool to aid facilities in meeting their QAPI objectives. Further, we will hear from huddle participants about their experience of implementing huddles and how this tool has impacted their organization.

Finally, we will briefly learn about a system for managing your organizational improvement priorities. Learn how the leader can execute a system for enabling the RIGHT things to get done for our residents, families, and staff.