

Huddle Team Communication Tool Activity

[after having the questions Maria arrives at the meeting]

The PSW, Jennifer, the Physiotherapy Assistant, Alice and the Family member, Maria all sit down together in the small Family visitation room. Jennifer who is guiding Maria to lead the huddle today begins.

During the huddle:

PSW (Jennifer): Thank you for coming to lead the huddle today Maria and thank you for sending the answers to the huddle tool questions ahead of time. It is really important for us to have your insights into your husband's care. I made a print out that I am going to use to take notes today. Is it OK with you if I take some notes as you answer the huddle communication tool questions? Because Alice and I want to make sure we have understood your concern before we share this with the rest of the team at rounds tomorrow.

Maria: OK. I wrote some notes to help me organize my thoughts. Should I read them now?

Jennifer: Sure. That would be great.

Maria –

Situation	What is the situation you want to discuss that is impacting you and/or your family member's care?	As you know, I am Maria- Alejandro Guzman's wife. The situation is that I haven't been able to get an answer about my husband's bathing schedule. I've noticed with the warm weather and his history of heavy sweating he really smells when I come to visit him if he doesn't get his weekly shower. Since we're in outbreak again, I am worried that he is not getting his weekly bath which would cause him to smell.
Background	How is the situation affecting you and/or your family member?	The background is that before the outbreak, he received his weekly shower on Thursday evenings. I'm worried that he will won't get his shower on Thursday evenings anymore. I'm also worried that during the outbreak if he doesn't

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		shower he will get an infection. He lives with advanced dementia so it's no use if I ask him when he had his last shower.
Actions Taken By the Staff	To your knowledge, how has the staff and others at the home responded to you so far?	The actions by the team make me frustrated and anxious. They don't seem to respond to my concern when I mention that he is starting to smell or if I ask about his weekly shower. No one can give me an answer.
Recommendation	What ideas do you have for working together with staff and others at this home about the situation?	My recommendation is for someone to explain the current policy for bathing residents during an outbreak. I would also recommend that care teams develop a plan to communicate this information with families to let us know if our loved ones are being bathed.
Request	What other information from staff and others at the home would you like?	My request is that his care team can answer my questions about my husband's shower routine during an outbreak when I ask them. If they don't have an answer, then I would like them to share updates about policies for resident bathing during outbreaks with me via e-mail. I want someone to get back to me either today or tomorrow about what's happening with my husband's showers during the outbreak.

Jennifer: Thank you very much Maria. Let me read back what I wrote to make sure I understand, and that you are comfortable with what we will share with the rest of the team, OK?

Maria: Sure

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Jennifer –

Situation	What is the situation you want to discuss that is impacting you and/or your family member's care?	You are concerned that lately when you visit you have noticed your husband smells. This makes you wonder when he had his last shower. You are worried that he is not getting his weekly shower which would cause him to develop an infection.
Background	How is the situation affecting you and/or your husband?	When this neighborhood is not on outbreak, Alejandro receives his weekly shower on Thursday evenings. Since he has advanced dementia, he can't give you an accurate answer or tell when you ask him when he had his shower. It worries you that he will get an infection if no one is keeping track of his bathing schedule when we are on outbreak.
Actions Taken By the Staff	To your knowledge, how has the staff and others at the home responded to you so far?	You would like a member of your husband's care team to answer your question about the status of your husband's weekly shower when asked. You would also like the team to acknowledge the concerns you share them.
Recommendation	What ideas do you have for working together with staff and others at this home about the situation?	You recommend that we as his team communicate updates about the current policy regarding bathing during outbreaks and to have a member of his care team confirm that he has been bathed.
Request	What other information from staff and others at the home would you like?	You would like me to share your concern during our next team meeting and ask that we appoint a staff member to get back to you with an answer to your questions about his care during an outbreak. If they don't have an answer, then you would the care team to send details about policies for resident bathing during outbreaks with you via e-mail.

Did I get everything you need me to bring forward?

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Maria: Yes, you did, and now that I hear it back, please add that I want the email within the next day or two maximum. This is really important to me

Jennifer: Of course. It is important to all of us. So, to clarify, you want to make sure, you will hear back from me, or from someone else on the team within the next two days. Right?

Maria: Ya. I am feeling relieved that you took the time to do this. And it feels really good to be heard so carefully. Thank you.

Jennifer: Thank you Maria.