

Leading the Huddle – Script

1 min **Learning Board introduction and Background**

Good morning/afternoon, I am _____, [state name and role.] [Introduce any Master Trainers or guests.]

- This is our HRO learning board huddle, which is an opportunity for all staff to reflect back since the last huddle, and plan forward until the next huddle, to raise concerns and share successes, and to review unit quality improvement efforts.
- The learning board huddle is an important activity that contributes to building a culture of high reliability and reinforces the behaviors and tools that should be used in your daily work.
- The goal of a High Reliability Organization, is to eliminate preventable harm, increase transparency and create an environment of psychological safety.

2 min **Safety story**

To help reinforce HRO principles and safety behaviors and tools, start the huddle with a safety story. Ask staff if they have a story to share. (If staff speak up, help reinforce the applicable HRO safety behavior and tool used or one that could have been used in that instance.)

- You can also use a prepared safety story by Children's Services HRO support team or have one prepared based on a recent event, PSI, or issue. Be sure to explain how it demonstrates the presence or absence of an HRO principle or safety behavior and tool.

3-4 min.
(per aim)

Aims and applicable HRO behaviors/tools:

Our first initiative is [state initiative as listed on board] with a target condition of [state the aim on the board].

If a new test of change needs to be determined:	If established test of change needs reinforcement:
<ul style="list-style-type: none"> • State the planned test of change from the last huddle (what was the PLAN?) • State what was done and the data collected/method of data collection (What did we DO?) • State any results from the most recent test of change or since the last huddle. Review the run chart or any data posted. Ask: What has worked well? What has not worked well? What has been learned? (STUDY) • Ask: What do you think our next test of change should be? (ACT) 	<ul style="list-style-type: none"> • State what test of change has been in place (what has been the intervention, (what was the PLAN?) • State what has actually been done. What data is being collected? (What did we DO?) • Review the run chart or any data posted. Ask: What has worked well? What has not worked well? What has been learned? (STUDY) • How can the intervention be reinforced (ACT)? Is there anything that can be done to successfully carry out the intervention?

- State and explain the applicable HRO safety behavior and tool that will help achieve the aim or carry out the test of change
- Are there any questions related to this Aim or additional thoughts?

Repeat above for each Aim

3-4 min. **Opportunities:**

- Our opportunities currently listed are:
 - [state the opportunity], owned by [state the responsible person], has been on the board for [state the time frame]
 - [Provide status update]
 - We will mark the opportunity as not started/in progress/completed.
 - [Repeat above three bullets for each opportunity]
- Are there any additional opportunities anyone would like to add to the board? [Role call for each discipline present— e.g. does anyone have additional opportunities as we are reflecting back on the last week and planning for the week ahead- nursing? Residents? PUAs? PCTs?]

1-2 min.

Staff recognition:

[Review any new staff recognition comments on the board.]

- Are there any additional recognitions that people want to share?
- Were any HRO behaviors demonstrated or safety tools used by staff that anyone would like to recognize/highlight?

1 min.

Patient and Family Engagement in Safety:

[Highlight the patient and family engagement document of the week]

Thank you for your input today. Are there any other questions or comments? [allow for discussion]. If there are no further comments, we will end the huddle. Please continue to practice and encourage others to practice the safety behaviors and safety tools every day.