Heart Huddle: Increasing Cohesiveness in CCU and CVTU

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Heart Huddle: Increasing Cohesiveness in CCU and CVTU
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Plan

The American Association of Critical Care Nurses identifies six standards for a healthy work environment, two of which are skilled communication and true collaboration. CCU and CVTU are two separate units staffed by one Charge RN. A need to improve communication and collaboration has existed throughout both units. Thus, Heart Huddle has been developed. The objective of Heart Huddle is to bring cohesiveness to CCU and CVTU through improving communication and collaboration, which is imperative to a healthy work environment.

Do

1. The staff in CCU and CVTU have identified the need to improve cohesiveness and communication and decided to implement Heart Huddle at the beginning of each shift among RNs, PCAs, and HUCs.
2. Review literature to identify techniques and support of Heart Huddle.
3. Discussion with RNs, PCAs, and HUCs as to what to include in Heart Huddle and timing.
4. Survey RNs, PCAs, and HUCs prior to implementation and 3 months after implementation.

Check

Heart Huddle Pre Survey

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 1: At the beginning of your shift, do you know the current bed status of CCU and CVTU (ie expected admits/ transfers, status of beds in Telemetry/ICU)?</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>Question 2: At the beginning of your shift, are you able to identify the most complex patients in CCU and CVTU?</td>
<td>14</td>
<td>2</td>
</tr>
<tr>
<td>Question 3: Can you identify which person would be the best resource for your shift?</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>Question 4: Has Heart Huddle made you aware of any staffing concerns that may be present (ie short RNs or PCAs)?</td>
<td>16</td>
<td>1</td>
</tr>
<tr>
<td>Question 5: Are you aware of staff milestones (birthdays, career anniversaries, etc.)?</td>
<td>21</td>
<td>0</td>
</tr>
</tbody>
</table>

Heart Huddle 3-month Survey

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 1: At the beginning of your shift, do you know the current bed status of CCU and CVTU (ie expected admits/ transfers, status of beds in Telemetry/ICU)?</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>Question 2: At the beginning of your shift, are you able to identify the most complex patients in CCU and CVTU?</td>
<td>19</td>
<td>2</td>
</tr>
<tr>
<td>Question 3: Can you identify which person would be the best resource for your shift?</td>
<td>21</td>
<td>0</td>
</tr>
<tr>
<td>Question 4: Has Heart Huddle made you aware of any staffing concerns that may be present (ie short RNs or PCAs)?</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>Question 5: Are you aware of staff milestones (birthdays, career anniversaries, etc.)?</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>Question 6: Do you think Heart Huddle helped CCU and CVTU?</td>
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<td>5</td>
</tr>
</tbody>
</table>

Act

1. Implementation date of November 16, 2015.
2. All staff meet in the break room at the beginning of their shift for 5 minutes.
3. Previous shift charge RN to lead the Huddle.
4. Items to include in Heart Huddle:
   - The current bed status of CCU and CVTU. Telemetry and ICU could be included if necessary.
   - Identify the best RN and/or PCA resource for the shift.
   - Include any staffing concerns (ie. short PCA or RN).
   - Any expected transfers from ICU or Pre-op admissions.
   - Status of new staff, first day off orientation, etc.
   - Introduction or new staff.
   - Anything celebratory (any staff member birthday, anniversary, dog’s birthday).

References