

TEAM HUDDLE PROCESS

BEFORE THE HUDDLE

All team members post and review PINS.

- Post PINS – PINS stands for Problems, Ideas, Needs or Suggestions that any team member can post on the Team Board using a sticky note.
- Allow enough time (about a week) for the PINS sit on the board so that people can think about them and even post comments/suggestions.

DURING THE HUDDLE

All available team members attend the huddle and participate.

- Team Chair facilitates group discussion (reads PINS, guides sorting).
- As a group, you will address each of the PINS one-by-one following these five steps:

<p>1. Clarify Read a PIN aloud and ask, "Is anything unclear?"</p>	<ul style="list-style-type: none"> • Work together to address any unanswered questions. • If no one who knows is present, set the PIN aside for the next huddle.
<p>2. Ask "why"? Seek to understand why it's important:</p>	<ul style="list-style-type: none"> • Why is it important now? • Who is impacted by it? (Who is it important to?) • How will fixing it make the work better?
<p>3. Determine priority Consider the team's existing workload and prioritize according to urgency and capacity:</p>	<ol style="list-style-type: none"> 1. Locus of control: Is it within, shared, or outside team control? 2. Urgency – is this a crisis, barrier to daily work/progress, or less urgent? 3. Time/Resources – do we have the personnel, budget, and or technology required to be successful now? (If not, when will we acquire them?) 4. If the team determines this PIN cannot be addressed at this time, set it aside as "on hold" and revisit another time.
<p>4. Sort by problem type As a team, sort the PINS by problem type</p>	<p>Level 1: Just Do It – simple and easy to solve. Level 2: PDSA – can be solved using basic improvement cycles. Level 3: Complex – unclear solution, will require resources/time. Level 4: Innovation – unknown solution, will require research.</p>
<p>5. Assign As a group, identify someone to lead this PINS' resolution:</p>	<ul style="list-style-type: none"> • This individual will prepare a work plan according to PIN type. • They will lead the resolution process for this PIN. • They will provide progress updates at weekly huddle on this PIN.

AFTER THE HUDDLE

Team Chair submits PINS into SG Web App.

- At the conclusion of each Team Huddle, Team Chairs enter the PINS into the shared governance web app. Team Chairs are responsible to advance PINS to other councils for review/advancement.
- Follow-up with any team members who were not present to weigh in.
- Write any updates as they come in onto the Team Board.

TEAM HUDDLE PROCESS

Sorting PINS according to Problem Type – “How do we know what goes where?”

Use the following questions to help the team determine where/how to sort the PINS:

	Level 1 Just Do It	Level 2 PDSA	Level 3*: Complex	Level 4*: Innovation
Is there a clear solution to the PIN?	•			
If a change is made, can it be easily undone if it didn't result in improvement?	•			
Can the change be made in a few days?	•			
Do you know what is causing the problem, idea, need or suggestion?	•			
Does the change impact only one or a few members of the team?	•			
Do you just want to make a process better, and need before/after data?		•		
Does making the change require approval from multiple people?		•	•	
Do you need data before you make a change?		•	•	
Should you do a test/pilot before making the change permanent?		•	•	
Can you make the change using known methods? (Protocols, policies, standard work, etc.)		•	•	
Does the change impact other departments and will it require their support?		•	•	
Should you investigate what is causing the problem before making a change?			•	•
Will the solution require conducting a research project?				•
Does the change require innovative thinking, or something not done before?				•

* The SG Web App automatically notifies Mentor Councils of PINS that fall into Levels 3 & 4.