

LENS Huddle Template: Getting Started

The purpose of a huddle is to **create situational awareness**, capture the **voice of the frontline**, **make it safe** for staff to raise concerns and share successes, and to review unit quality improvement efforts. The LENS huddle shapes **culture**. Managers should take advantage of every huddle to create a culture of operational excellence and psychological safety. The following template can help Managers create the most robust and efficient huddles.

**** Start the Timer when the Huddle begins****

Daily Huddle: *Promote Situational Awareness, Psychological Safety, Learning, and Improvement*

Situational Awareness

Go to the **UPDATES** section on the **TODAY** page of LENS

- Welcome new staff
- Staff recognitions
- Census awareness (as appropriate)
 - Unit_____
 - Other Units_____
- Supplies/Equipment
- Facilities Awareness
- Leadership WalkRounds
- Other operational issues
- Go over any new system announcements, initiatives, or reminders
- Ask for other issues not discussed

Psychological Safety and Professionalism: *Go to the ISSUES page of LENS*

- Discuss new issues
- The progress of previously reported issues

Learning & Improvement: *Go to the AIMS page of LENS*

- Discuss activities needed during the day to support Testing and Improvement activities.
 - 1st huddle of week remind people of AIMS
 - Ask for suggestions for future AIMS to be submitted to the ISSUES list
 - Last huddle of week report on the progress of AIMS

Surveys (if applicable to support current measurement): *Go to the SURVEY page of LENS*

- SURVEYS - Remind people to participate in ongoing surveys

Training: *Go to TRAINING page of LENS*

- Discuss pertinent training videos or additions to the training page
 - How to Huddle Video
 - How to add LENS icon to a phone

Thank people for making their voices heard by posting ISSUES, participating in SURVEYS to help the team continuously learn and improve not just the culture of the unit but also the care delivered to patients.

- Remind people: ISSUES can be added and Surveys took via their workstation, smartphones, iPads, etc.

Other huddle items to include at non-daily intervals (if applicable)

Weekly	<ul style="list-style-type: none">■ Adoption progress of LENS using data from REPORTS page of LENS■ 3 Good Things (3GT) - Go to 3GT on ISSUES page of LENS<ul style="list-style-type: none">○ Go through each issue listed. Remind people that the purpose of 3GT is to reduce burnout by sharing the good things in their lives.
Monthly	<ul style="list-style-type: none">■ Success stories - how has culture and process improved on the unit. Has the HRO effort had an impact? Has LENS been helpful?
Quarterly	<ul style="list-style-type: none">■ Budget cycle status report
Annually	<ul style="list-style-type: none">■ Capital Expenditures/Budget deadlines■ Engagement Survey■ Mandatory learning requirements■ Licensing deadlines