

# Quality Huddles

## What is a “Quality Huddle”?

The Quality Huddle is a quick 10-minute meeting for all staff in the RHA/department to communicate about the current performance of the process being improved.

Huddles should be a “standing” meeting so people expect it to be quick. The entire team meets around a locally posted Quality Board where everyone can see the project information and performance data. An appointed staff member facilitates the huddle discussion of:

- measures which indicate the current performance of the process being monitored (these should be tracked on an annotated run chart)
- reasons the target measures are not being met (turn into a Pareto chart)
- the Action Plan gets updated with change ideas the staff have for achieving their target measures
- any support staff require from the senior leadership team to achieve their target measures, i.e. removal of barriers
- any requirements in terms of changes of practice

Note: it may be helpful to review with the team, the original opportunity statement and the aim statement to refocus staff on the purpose of improving the process. It may be also be helpful to explain the rationale for collecting particular measures and why those measures help everyone understand—at a glance—the current performance of the process being improved.

## When should Quality Huddles occur?

Team “Quality Huddles” should occur once a week, at minimum. Most organizations find it more effective to have daily huddles. Huddles should occur at:

- shift change;
- regularly scheduled staff meetings; or
- at a time agreed upon by the entire team.

The Process Owner is ultimately accountable for ensuring locally posted Quality Boards are updated; however, it is strongly encourage to have the responsibility to update the board shared by all staff involved in the project (and eventually all staff in the RHA/department). Quality Boards should be updated daily by a team-appointed staff member. That person is then responsible for leading the Quality Huddle, discussing the above key areas. They should encourage the rest of the staff to share the key messages of the huddle with their colleagues throughout the facility.

## **Additional Facilitator's Notes for "Quality Huddles"**

- Performance data is displayed visually in annotated run charts, Pareto charts, etc. These charts are updated daily so that everyone is aware of the current performance of the process.
- Historical information is not helpful because it's already past. It is optimal to have the most current performance of the process visible so that any issues negatively impacting the performance can be acted on immediately