

Huddle Messages – Weeks 1 - 10

SCHEDULE	TOUCH POINT	SERVICE EXPECTATION	HUDDLE MESSAGE
Week One	Phone Interactions	Always answer phones using the 4 part greeting: <ul style="list-style-type: none"> •Greeting •Name and Title •Department •What can I do for you? 	Discuss why a four part greeting would be important to our patients and families. Why is it sometimes hard to use a four part greeting? How can we make sure it happens every time?
Week Two	Check-In	Always greet patients and families with a smile and establish eye contact.	Discuss why eye contact is so important when dealing with patients and families at the front desk.
Week Three	Hallway	Wherever possible, walk alongside patients rather than in front of them.	Discuss how walking alongside a patient in the hallway can build rapport and make them feel more at ease.
Week Four	Exam Room	Always knock before entering an exam room.	Discuss why knocking before entering an exam room is important to patients. How does it communicate respect and courtesy?
Week Five	Check Out	Always make sure the patient has everything they need before they leave.	Discuss how you would check with a patient before they leave to see if they needed anything else. What words would you use?
Week Six	Phone Interactions	Always ask for permission before putting a caller on hold.	Share a story about a time when you were put on hold. How did it make you feel?
Week Seven	Check-In	If the physician is running late, let the patient know how long and apologize for the delay.	What words would you use to inform patients and families about delays? How would your words make them feel less anxious or upset?
Week Eight	Hallway	Always help patients get to their destination – escort them all the way there whenever possible.	Share a story of when either you or a colleague escorted a lost patient. How did it make the patient feel? How did you feel?
Week Nine	Exam Room	Always explain what you are going to do with a patient and talk them through each step.	Why is explaining each step so important to our patients and families? What words would you use to explain the things you do with patients?
Week Ten	Check Out	Always thank the patient for coming to MGH for their healthcare.	Do you think patients would be surprised if we thanked them for choosing MGH for their healthcare? Why?