



Team Huddle Exercise for Upward Feedback

Providing positive and constructive feedback between functions and roles is critical for high performing clinical care teams.

- Sometimes team members feel less confident providing positive and constructive feedback “upward” to the more senior clinical team members, like doctors, nurse practitioners, and/or practice leaders because of the supervisory relationship---but these clinical leaders need feedback too!
- How else can they learn and improve unless team members give them the gift of feedback?

The following small team exercise can help open these lines of communication for feedback so that everyone can improve in a team-based care model.

Exercise Instructions

- Huddle Up! Meet in small discussion teams of 3 – 4 team members from different roles. There should be one doctor (or nurse practitioner or practice leader), and one - two Medical Assistant(s), and one - two Secretary(s).
- Sit in a circle of chairs with no tables between the team members.
- There are two rounds of discussion. Take each round in turn, and when finished with Round One, go to Round Two.

Round One – Clinical Leaders Ask Other Team Members

- How can doctors, nurse practitioners or practice leaders be more approachable and inviting to receive positive and constructive feedback and suggestions from nurses, MA’s and secretaries?
- As a doctor, nurse practitioner, or practice leader, how can I be more approachable, inviting, and listening for your feedback and suggestions?

Team members should take turns in the circle sharing their ideas and suggestions, and having a team dialogue with all team members participating.

Capture your best ideas and potential action steps and new team guidelines to share with the other teams (if you have a larger practice).

Round Two – Clinical Leaders Ask Other Team Members

- How can secretaries, Medical Assistants and nurses take responsibility for being more proactive for giving upward feedback and constructive suggestions to doctors, nurse practitioners, and practice leaders?
- How can I / we do that better to support our doctors, nurse practitioners and practice leaders?

Team members should take turns in the circle sharing their ideas and suggestions, and having a team dialogue with all team members participating.

Capture your best ideas and potential action steps and new team guidelines to share with the other teams (if you have a larger practice).

Report Back

- (If you have a larger practice than 3 – 4 team members) report back your best ideas and potential action steps or new team guidelines.
- Have an open full group discussion of any new guidelines, action steps, or team agreements you'd like to hold yourselves accountable for going forward regarding improving team feedback practices---particularly upward feedback practices---to support your team-based model of care.
- Close your discussion and agree on some action steps or team guidelines to improve your team feedback practices.

Note: depending on your team, you may want a professional facilitator to help with this exercise.