

"100% of staff said they would be unhappy if their child was discussed at the huddle in its current form."

Naming patients and their conditions at the T12S huddle breaches patient confidentiality and jeopardises the patient/medical team interface.

What is a breach?

Any mention of the following would be considered a breach:

- 1) Mental health history or treatment plan
- 2) Any mention of sexual history
- 3) Any mention of medical reason for admission
- 4) Social history

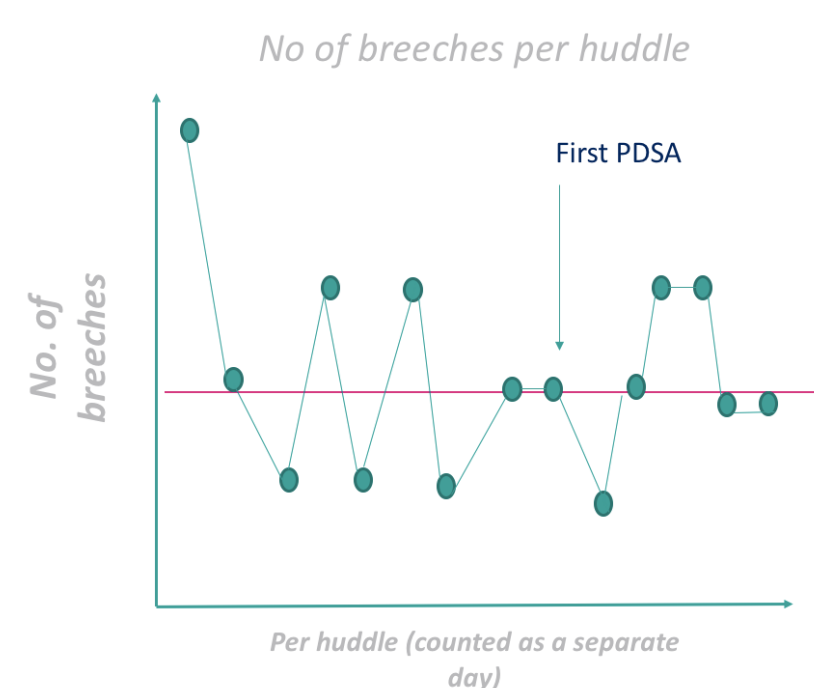
To have no breaches of confidentiality on the T12S huddle.

Breaches of confidentiality occur daily on the T12S huddle. This is an unacceptable event for patient trust.

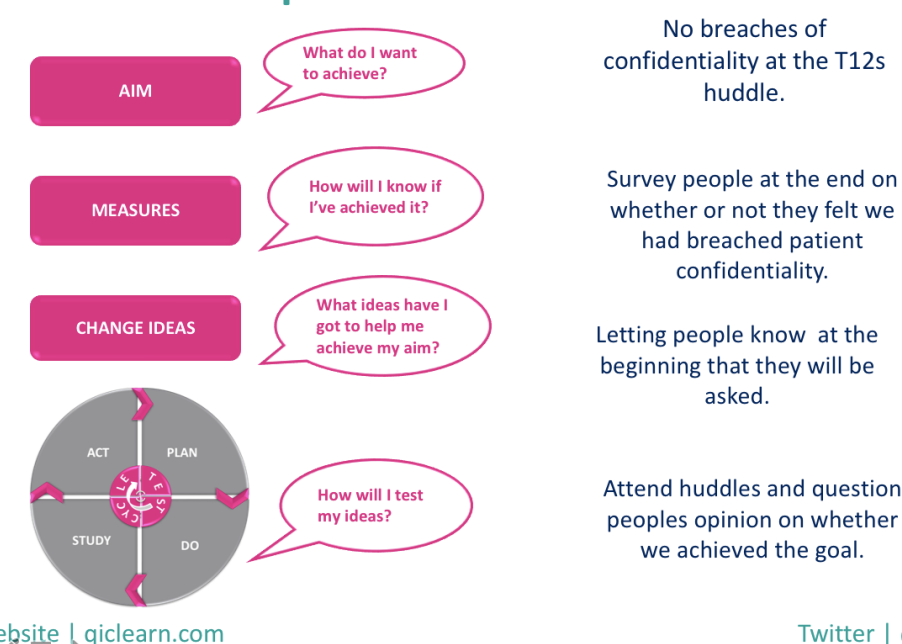
In November 2019 there were on average 4 breaches of confidentiality at the T12S huddle. To maintain patient trust, this will be zero by Feb 2020.

Change idea (summary)	Influencing change in behaviour
Do	Ask members of staff who are at the huddle, at the start of the huddle that they will be asked at the end if they felt confidentiality was breached
Study	Observe the huddle 5 times with this approach
Act	Next steps.....
Abandon	☐
Again	☐
Adapt	☒
Adopt	☐
Extend	☐
	Adapt: I felt it did change behaviour in that people were more thoughtful and structured in what they were saying and cut out the waffle and unnecessary conversations. People even said things like "this isn't appropriate for the huddle and we discuss away from the board?". We still did break confidentiality in parts so it still needs adapting.

Run chart



Model for improvement



- Whilst 100% of staff did not agree confidentiality was not breached, staff did change their behaviour.
- Some stopped team members and asked whether or not this was the forum to discuss private patient details. .
- This is a positive change in behaviour. .