



CONCERT Learning Intensive 3 – Learning Session 1 (LS1)
Action Planning Session 1 – Watch List Huddles (WLH)
Day 2: 8:00-8:45am



Overall Action Period 1 (Jan 13-Feb 5) Assignment: Have WLH up and running in every neighborhood by Learning Session 2 (Feb 6)

Time	Discussion Items	Action Plan: Who will do what when
8:00 – 8:05	<p>Make assignments of roles, (<i>you will rotate these roles throughout the learning intensive</i>):</p> <ol style="list-style-type: none"> 1. Facilitator 2. Notetaker 3. Timekeeper 4. Team Spokesperson <p>Review agenda.</p> <p>In a quick go round share ideas you got from mixed tables.</p>	<p>Facilitator:</p> <p>Notetaker:</p> <p>Timekeeper:</p> <p>Team Spokesperson:</p>
8:05 – 8:10	<p>In a go-round:</p> <ol style="list-style-type: none"> 1. Share your lists of residents you’re concerned about and why. 2. Share your lists of situations that would put someone on the Watch List and add residents accordingly. <p>Together agree on a first draft Watch List. <i>Remember your nurse managers and neighborhood staff will add to this watch list.</i></p>	<p><u>First Draft Watch List Includes: (use initials)</u></p>
8:10 – 8:20	<p>How will you introduce/bring WLHs to:</p> <ol style="list-style-type: none"> 1. Nurse Managers (within 3 business days) 2. VAMC leadership (Week 1) 3. Other Service lines (by Week 2) 	<p><u>Dates/Times to bring WLHs to:</u></p> <p>Nurse Managers:</p> <p>VAMC Leadership:</p> <p>Service Lines:</p>

Action Planning should be continued and revised as you return to your CLCs and get feedback from staff.

Time	Discussion Items	Action Plan: Who will do what when
	What content will you share?	<u>Agenda/Content/Roles/Etc.</u>
8:20 – 8:30	<p>How will you pilot WLH within the next 5 working days?</p> <p><i>Remember your nurse managers and neighborhood staff will help with these decisions.</i></p> <p>To do this you need to:</p> <ul style="list-style-type: none"> - Determine which neighborhood to pilot - Determine the best time and location - Introduce WLH to your staff - Take notes during WLH - Provide coverage so your staff are free to attend 	<p>Pilot Neighborhood:</p> <p>What do you think is the best day/time and location for WLH pilot:</p> <p>How will you get feedback from staff about the best day/time and location for WLH:</p> <p>How do you plan to introduce WLH to Staff:</p> <p>How do you plan to take notes during WLH:</p> <p>How do you plan to provide coverage:</p>

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Time	Discussion Items	Action Plan: Who will do what when
	<p>It is important for the LI Leadership team to attend the huddles. Determine who from the LI Leadership team will attend which huddles.</p> <p>By week 2, you need to hold WLHs in all neighborhoods during day tours.</p> <p>You will need to mentor Nurse Managers, observe and develop their skills.</p> <p>You will need to engage all tours in WLH by Feb. 6</p> <p>You will need to follow up on action items that require action across service lines.</p>	<p>LI Leadership team huddle assignments:</p> <p>How will you roll out WLH to day tour on all the neighborhoods by the end of Week 2:</p> <p>How will you mentor Nurse Managers in leading WLH:</p> <p>What process will you use to roll out WLH to all neighborhoods, all tours by Feb 6:</p> <p>What process will you use to follow up on action items that require action across service lines?</p>

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Time	Discussion Items	Action Plan: Who will do what when
8:30 – 8:35	<p>To oversee this process, the four of you will need to meet weekly. When and where will the four of you meet to oversee this process?</p> <p><i>Remember the four of you will likely have impromptu/informal check-ins about WLHs throughout the week. This meeting is to set aside time to formally discuss your progress and next steps.</i></p>	<p><u>LI Leadership Team Weekly Meeting</u></p> <p>When:</p> <p>Where:</p>
8:35 – 8:45	<p>Create your CLC Storyboard (you will have 3 minutes to present this information at the VISN sharing session 8:50 – 10:00)</p> <ul style="list-style-type: none"> ▶ Tell us about the community your VAMC is in ▶ Tell us about your CLC: <ul style="list-style-type: none"> ▶ How many Veterans do you serve? ▶ What types of care do you provide? ▶ How many neighborhoods do you have and what types of care do you provide? ▶ Describe the living space Veterans have ▶ Each LI team member introduce yourself <ul style="list-style-type: none"> ▶ What is your role? ▶ How long have you been in this role? ▶ What do you like most about your job? ▶ Our biggest strengths are: ▶ Our biggest improvement needs are: 	<p>Community:</p> <p># of Veterans:</p> <p># of Neighborhoods and types of care:</p> <p>Living space:</p> <p>Strengths:</p> <p>Improvement Needs:</p>
8:45 – 8:50	<p><i>Find your VISN meeting – use seating legend</i></p>	<p><i>VISN meeting starts at 8:50</i></p>

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Use this grid for notes during your VISN sharing session

CLC	Good Ideas	Red Flags	Questions

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