CHW STRENGTH · FREE TOOL

What Are We Missing?

Use this care team huddle guide when the plan changes, a barrier comes up or a decision needs input from more than one discipline.

Build a shared picture before deciding

Start with the person's priority. Say what the person told you in their own words when possible. If the team is guessing, identify who will ask and bring back the answer.

Invite information across roles. Ask each discipline what they know that might change the plan. Invite community partners where appropriate. Name any perspective still missing and how you'll get it.

End with a read-back. Summarize the decision, owner and due date. Ask each owner to confirm what they'll do and how the team will hear what happened.

SEE IT IN PRACTICE · JORDAN'S FOLLOW-UP VISIT

Jordan wants to attend a follow-up visit and says, "I can't miss a morning shift." The Community Health Worker shares that timing and transportation may both matter. Scheduling agrees to offer an afternoon option. The Community Health Worker will check with Jordan about the slot and transportation, then update scheduling. The team reads the split in responsibilities back before ending.

Try this with your team

Recall a huddle where the decision changed after the meeting. What information or perspective could you invite earlier next time?

Communication concepts informed by AHRQ TeamSTEPPS.

Care Team Huddle Card

Name the decision the team needs to make, then use these prompts to get the right information and agree on next steps.

What decision are we here to make?

State the change, concern or unresolved issue in one sentence.

What matters most to the person right now?

Capture what they said, or name who will ask if their priority is unknown.

What could make this plan hard to carry out?

Ask across roles and distinguish what you know from what you need to check.

Whose perspective is missing?

Name who to involve and who will reach out.

Who will do what next?

Read back the action, named owner, due date and where they'll report back.

Close the huddle by asking, "Is anything missing or unclear before we move forward?"