



COMMUNICATION PLAN QUESTIONS AND ANSWERS

Program/Department:	Pharmacy
Project Name:	BEH(ter) Med Reviews
Team Facilitator:	Riley MaCharles

Questions and Answers		
1	Time line	Measurements July, improvements and PDSA cycles August/September/October
2	Why are we doing this	There is an accreditation standard to have a program to address polypharmacy. Naturally there is a focus on pharmacists involvement in this role. However in reviewing the issue one of the major problems is available time for the pharmacists so we are trying to determine if there is any time available or if improvements can be made to make pharmacist time available for this work
3	I don't think I have time to work on this project	We will be creative in finding solutions to have staff involved in the project, and for measurements/changes we will be mindful of available resources and design these in ways that accommodate this important considerations
4	Does this activity tracking log mean every moment should be focused on one of these tasks and I shouldn't spend time visiting/catching up with coworkers during the work day?	It is important to workplace culture to have good relationships amongst the team, although usually the majority of this type of connection may often occur during break/meal periods, included in the activity collection tool is a code for collaboration with colleagues which can be used to capture this activity, although it has a code to allow all time throughout the day to be recorded, it is not something that will be addressed/seek to be improved upon through this improvement project.
5	You want to add more things for me to do? I'm already very busy and don't have time for breaks	Not only are breaks/meal periods something staff are entitled to but we recognize these breaks are important to staff and workplace sustainability and function. There will be consideration in this project to help ensure that break can be taken, hopefully even more then they are now. And please submit overtime



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		forms or talk to Riley about adjusting your schedule to accommodate missed breaks.
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