

# Communications Plan

Organization:	Southern Health-Santé Sud
Facility:	Regional
Project:	Bits \$ Buys

## Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why do we have to do this?	Our customers struggle with our current procurement process. Internally we struggle as the processes are complex and confusing. Although we find ways to procure and deliver product, we all agreed that there are areas that could be improved.
2	We can't we find time in our busy schedules?	We appreciate everyone is working as hard as the can. The goal is to identify areas that will help to improve quality and free up time. We recognise this is a considerable amount of work and will work through the process one step at a time.
3	How long will this take?	Approximately 90 days.
4	What's in it for me?	Providing a better service for our customers. The goal is to get a better understanding of what our customer needs, reduced the number of defects and free up everyone's time to focus on our patients, residents and clients.

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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
Sponsor		Email		
		Phone Call		
	✓	Meeting	Oct 23/Ongoing	Shaun Twist
		Memo		
		Quality Board		
IT		Email		
		Phone Call		
	✓	Meeting	Weekly/Ongoing	Bernie, Andy, Shaun
		Memo		
		Quality Board		
Regional Staff		Email		
		Phone Call		
		Meeting		
	✓	Memo	D/M, A/I and C	Shaun and Andy
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		