

Communications Plan

Region/Agency:	RHA Central
Facility:	Boundary Trails Health Centre
Project:	IMPACTS

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	What does LEAN stand for?	LEAN consists of 5 principals: <ul style="list-style-type: none"> • Voice of the Customer (VOC) – what does the customer want? • Process Mapping (visual) • Flow – this is king! • Pull – info available when requested • Continuous Quality Improvement
2	Why are we doing this project?	Problem Statement: Increased volume of admissions and complexity of the patients, together with facility constraints on bed usage/utilization, impacts timely & effective Rehab service provision to the patients on the medical ward
3	How will this impact the patients?	The intent is to improve patient access to therapy services in a timely & effective manner
4	How will this initiative be accomplished?	Basically, look at what we are doing currently with regards to Rehab services on medical, see what we do really well, see where we are not doing so well, and make changes accordingly.
5	How will this impact the medical unit staff?	Charge Nurse, Ward Clerk, Nurses Diligent clipboard referral log documentation Written communication tool Calendar from Rob/Jennie/Kari with basic schedule
6	Why can't we just implement the solution instead of defining and measuring?	We need to look at the process to accurately identify the gaps. We're looking for the optimum solution rather than a quick fix.
7	When will it be complete?	Expected date of implementation of June 2012 but re-evaluation will be ongoing.

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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
Medical Ward Staff		Email		
		Phone Call		
	✓	Casual Conversation	March 2012	Mona, Diana, Tina
	✓	Meeting	February 2012	Mona, Tina
		Memo		
	✓	Quality Board	March 2012	Diana & Tina
	✓	Communication Book	March 2012	Tina
Rehab Staff	✓	Email	March 2012	Gail
		Phone Call		
	✓	Casual Conversation	March 2012	Jackie, Gail, Rob
	✓	Meeting	April 2012	Jackie
	✓	Quality Board (mini)	March 2012	Shauna, Gail & Rob
Sponsor & Senior Management	✓	Email	March 2012	Ainsley
	✓	Phone Call	March 2012	Ainsley
		Casual Conversation		
	✓	Meeting	March 2012	Ainsley
		Memo		
		Quality Board		