

Communications Plan

Organization:	Southern Health/Santé Sud
Facility:	St. Claude Home Care
Project:	Yellow Belt Team Home Care – Law and Ordering

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why are we doing this?	To clarify the process of gathering and ordering supplies and to decrease the time needed to gather supplies.
2	How much time is this going to take? How long?	This project is expected to be complete on June 17, 2016.
3	What am I going to get from this?	The home care staff will have a standardized and organized supply room and supply ordering process. It will take you less time for them to look for and collect supplies, allowing more time with their client's.
4	Are you paying me to do this?	Yes. When you are participating in aspects of the project it will be scheduled in to your regular work day and if necessary, extra time will be provided in your schedule.
5	Is this all about the finances?	It is about reducing staff frustration, reducing time to look for supplies and giving more time with client's. The hope is that waste will be reduced and there will be cost savings as well.
6	Who came up with this?	The Home Care Nursing Supervisor's submitted an Expression of Interest to start this project.

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7	Will you tell me about the results of the project?	Yes, there will be a Quality Board that will have graphs that display the results. It may be a physical quality board and there may be information put on the Portal. In addition there may be email updates.
8	Will this improve my day to day work?	The hope is that it will decrease staff frustration, save time in your day and clarify processes.
9	How will this impact client care?	Client's will get the right supply at the right time, from the right place and will not experience delays in care.
10	What about the other offices?	The goal is that as we streamline this process in one office, we can spread what we learn to other offices.
11	Are you blaming us for not managing supplies properly? Is there another motive for this project?	It is about the process, not the people.
12	Why St. Claude?	We were going to do a supply project somewhere in the Region regardless. The St. Claude TCU has changed how they order supplies and they don't necessarily order enough for home care. Therefore, we needed to develop a process for supply ordering and storage in St. Claude Home Care office. We thought this office would be a good one to start with because of this need. As well, it is small and manageable as a first project.

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13	Were you trained to do this?	The Nursing Supervisor's (there are 3) took a 40 hour on-line course and 2 days of training to become Yellow Belts in LEAN Six Sigma philosophy.
14	What is LEAN Six Sigma?	LEAN means to improve efficiency. Six Sigma means to reduce defects in a process.
15	What is your team name and why did you choose it?	Our team name is Law and Ordering. We chose it because it sounded catchy and fun and it lets people know that our project is about supplies ("ordering").
16	Why is the supply room moving from upstairs to downstairs?	As part of our LEAN project, we identified that interruptions play a large part in the length of time it takes a nurse to gather supplies. Moving will help decrease some of this time. Having our own space will also allow us to have more inventory management capabilities.
17	Who will have access to the new supply room?	DSN's and HCA will have access to the supply room. The door will have code on it which will be provided to those staff.

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Region/Agency:	Southern Health/Sante Sud / Home Care
Facility:	St. Claude Home Care Office
Project:	Yellow Belt Project for Home Care – Law and Ordering

Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
HCA's		Email		
		Phone Call		
		Meeting		
	✓	Memo in mailboxes	May 3, 2016	Claudette
	✓	Quality Board	April 20, 2016	Claudette/Michelle
DSN's		Email (fwdA's email)		
		Phone Call		
		Meeting		
		Memo		
	✓	Quality Board	April 20, 2016	Claudette/Michelle
	✓	Virtual quality board	May 3, 2016	Aleasha, Myrna or Carla
Management Team and Law and Ordering Yellow Belt Team	✓	Email	April 15, 2016	Aleasha
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
	✓	Virtual quality board	May 3, 2016	Aleasha, Myrna or Carla
St. Claude TCU staff	✓	Email	April 15, 2016	Debbie to Mona
		Phone Call		
		Meeting		
		Memo		
	✓	Quality Board	April 20, 2016	Claudette/Michelle
Home Care Staff across the region		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
	✓	Virtual quality board	May 3, 2016	Aleasha, Myrna or Carla