

Communications Plan

Organization:	Southern Health Santé Sud
Facility:	Portage District General Hospital
Project:	Yellow Belt Lean Project examining patient flow from the Emergency Department to the Medical/Pediatric Ward

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why can we only make one call to Medical when the bed is assigned?	The goal is to create a pull system and to eliminate waste. To achieve maximum efficacy one call should be all that is needed.
2	What if Medical/Pediatrics does not pick up their patients when we they say they are?	We have established a thirty minute window of time, so if 30 minutes has went passed the time of pick up please call the ward to see when they are coming.
3	What if there are no beds on the Medical/ Pediatric Ward?	Notify the bed coordinator.
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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
How will the new pull system will run and when it starts.		Email		Kathy Henderson
		Phone Call		Monica Gullet
		Meeting		Christa Orton
	x	Memo	Feb 10, 2017	
		Quality Board		
	x	Word of mouth	Daily	
Notify all physicians of the change in process.		Email		
		Phone Call		
		Meeting		
	x	Memo	Feb 6, 2017	Noreen Shirliff
		Quality Board		
Notify all the Client Service Managers of the changes that will be implemented		Email		
		Phone Call		Christa Orton
	x	Meeting	Feb 3, 2017	Noreen Shirliff
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		