

Communications Plan

Organization:	Southern Health/Sante Sud
Facility:	Home Care – Steinbach Office
Project:	Over Storage Wars

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	What are you doing?	As some of you may know, the Nursing Supervisors facilitated a LEAN project in St. Claude with respect to supplies. That project is now complete and it is time to look at how we can spread that project and share what we learned. We will start with the Steinbach office, with the goal of creating efficiencies in our ordering process as well as with the supplies that we carry.
2	Why are you doing this?	To clarify the process of ordering supplies and to decrease the time needed to order and gather supplies.
3	What is involved in the project?	<ol style="list-style-type: none"> 1. A planning meeting with the selected team. 2. Creating a top up list based on supply usage. 3. Doing a 5S project in the supply room. 4. A final celebration meeting. 5. Moving supplies to one central location if possible.
4	I have some good ideas. Who can I share them with? Who is on the team?	You can discuss your ideas with the project facilitator, Aleasha Whenham. You can also discuss your ideas with our team members: Vanessa Wiens, Sara Martens, Mae Suebzon, Mike Wlock, Bev Hamm, Debbie Harms, Lorraine Friesen and Ron Morrice.
5	What if we run out of supplies?	The goal of the project will be to determine the average number of supplies needed in a 1 week period of time. Once that supply is used up, it will be re-ordered and there will still be enough supplies for one more week, which should prevent us from running out. If you still run out of supplies you will call Aleasha Whenham who will follow this up.

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6	How much time is this going to take?	The project started on November 3 rd and is projected to end on January 4, 2017.
7	What are you going to get rid of? We need that!	We are going to remove items from the supply rooms that are expired, excess stock or items that have not been used in a very long time. These items will go in a “red tag” area (Aleasha’s office). If the items are not needed after a period of time, they will be discarded or returned to Materials.
8	What is a 5S project?	<p>There are 5 steps in a 5S project:</p> <ol style="list-style-type: none"> 1. Sort through items & decide whether to keep, get rid of or red tag. 2. Set in order – place items in the easiest to reach locations, label shelves, use bins 3. Shine – clean up the area, sweep, dust, paint if necessary. 4. Standardize – use the same labelling format, colour code, colour of bins, etc. 5. Sustain – set up the system so that it is easy to sustain.
9	What does “Red Tag” mean?	The red tag area is where you place items that you are unsure of. If you discover you do need that item back you know where to get it. If after a predetermined amount of time you realize it is not needed, then it can be discarded.
10	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 to look for and collect supplies, allowing more time with your client’s.
11	Is this all about the finances?	It is about reducing staff frustration, reducing time to look for supplies and giving more time with clients’. The hope is that waste will be reduced and there will be cost savings as well.

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12	Will you tell me about the results of the project?	Yes, there will be a Quality Board that will have pictures that display the progress of the project. We will also communicate results through email. There will be a final meeting date set to celebrate the success of the project. Others are invited to attend this celebration and see a Report Out presentation that will share the project results.
13	What about the other offices?	The same process will be repeated in the other home care offices in the East over the next year.
14	Are you blaming us for not managing supplies properly?	This project is about the process, not the people.
15	Were you trained to do this?	The Nursing Supervisor's took a 40 hour on-line course and 2 days of training to become Yellow Belts in LEAN Six Sigma methods.
16	What is LEAN Six Sigma?	LEAN means to improve efficiency. Six Sigma means to reduce defects in a process.
17	What is your team name?	Over Storage Wars

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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
Direct Service Nurses	✓	Email	Nov. 8, 2016	Aleasha
		Phone Call		
	✓	Meeting	Dec. 13, 2016	Aleasha
		Memo		
	✓	Quality Board	Nov. 8, 2016	Vanessa/Sara
Case Coordinators & Resource Coordinators	✓	Email	Nov. 8, 2016	Aleasha
		Phone Call		
		Meeting		
		Memo	8	
	✓	Quality Board	Nov. 8, 2016	Vanessa/Sara
Home Care Leadership Team	✓	Email	Nov. 8, 2016	Aleasha
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
Materials Management Staff	✓	Email	Nov. 8, 2016	Aleasha
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		