

Communications Plan

Organization:	Southern Health Santé Sud
Facility:	BTHC
Project:	PAC ATTACK

Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why are we collecting urgent cases a BTHC?	The PAC team has identified longer wait times for urgent cases beyond the 42 day standard. .
2	How are these times going to improve in one mth?	There are planned mtgs with Dr.C.W.Wiebe clinic to discuss process with surgeons. There will be discussions with anesthesia to look at improving consult times to meet the standard. There will be a review with the primary care clinics to look at the process for obtaining histories and physicals and preop tests.
3	What difference will this make?	By looking at ways to improve the wait times for urgent cases we will have similarities that will assist in looking at the elective process as well. Patients will be accessing urgent surgery within the 42 day standard and we hope will have an improved outcome.

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4	How will the access to anesthesia be addressed?	There are two options with anesthesia we will be reviewing. One option is to book an anesthetist appointment within 2 weeks of the surgeons consult and planned surgery for 35 days. Option two is to see the patient at the Pre admission clinic 1 week before surgery .
5	Will all surgery sites follow the same process?	Eventually all surgical sites will follow an improved process to access urgent surgery. We are trialing different methods at BTHC 1 st to see which methods are most effective . Roll out plan will be discussed at the Control day and the Regional surgeons mtg in June 2015.

Communications Plan

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Region/Agency:		
Facility:		
Project:		

Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
All 3 Regional sites	✓	Email	November 3,2014	Eileen
		Phone Call		
		Meeting		
		Memo		
	✓	Quality Board	November 13	All
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		

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		Quality Board		
		Email		
		Phone Call		
		Meeting		
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