

Communications Plan

Organization:	SH-SS
Facility:	BRHC
Project:	Rehab Rockets

Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	What's going to happen to charts/files?	Adult services charts will be stored in Wendy's office CBR charts will be stored in room 219 C & Y charts will stay in room 117 Audiology charts will move to room 125
2	If clerks aren't around, how do I access a file	They will be in standardized, labeled locations
3	Will clerks still pull files	Yes
4	If the changes improve support in other areas, will I lose support?	Creating efficiencies for all areas so that all will benefit.
5	I don't want to give up control of my schedule.	Other clinicians have piloted this and are very happy with results. No more phone tag. Good communication with clerical staff and clear expectations for all will help for better outcomes
6	Who do I take my questions/concerns to?	Diane

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Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
7	What do we do when ward wants one of our pieces of equipment?	Long term plan to communicate with Regional Inpatient Rehab team and have units supply own equipment so our equipment is purely for assessment purposes.
8	How do I figure out my day/schedule	Lots of communication with clerk, checking in at first until comfortable with new system
9	Some things wait already, will things improve or worsen for me?	Goal of lean project is to continue improving and assessing and changing to strive for efficiencies
10		
11		
12		

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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
Tell C & Y staff that Rhonda and Alison will share office and Rhonda's office will become a treatment room.	X	Email	January 12, 2018	Diane
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
Set up meeting with yellow belt team to plan scheduling system, codes, and communication sheets for staff to give to clerks.	X	Email	January 15, 2018	Diane
		Phone Call		
	X	Meeting	January 18, 2018	Yellow Belt team
		Memo		
		Quality Board		
Training day for CBR therapists, Jackie and Arthur regarding use of calendars and initial appointment bookings		Email		
		Phone Call		
	X	Meeting	January 24, 2018	Sarah, clerks and therapists
		Memo		
		Quality Board		
Communicate plan to OT's regarding 5 S in OT space, looking at storage and inventory maintenance at OT Retreat		Email		
		Phone Call		
	X	Meeting	January 17, 2018	Diane
		Memo		
		Quality Board		
Consult with C & Y staff regarding location of filing cabinets	X	Email	Jan 15, 2018	Diane
		Phone Call		
	X	Meeting	ongoing	
		Memo		
		Quality Board		
Meet with each group to review improvement plans and tracking sheets.	X	Meeting	Before Jan 26/18	Diane



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