

Communications Plan



Region/Agency:	Southern RHA
Facility:	St. Claude Health Centre
Project:	Laundry

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
	Define Measure Day	
1	What is LEAN?	LEAN thinking is the belief that there is a simpler, better, easier way to complete our work.
2	What are we hoping to accomplish?	To provide quality service - by supplying our customer with exactly what they want, when they want it.
3	Why was the laundry department chosen?	To address the customer dissatisfaction.
4	Why are Health Care Aides on the team?	So that all our customers concerns can be addressed.

Communications Plan



Analyze Improve Day

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	What did we do today?	<ul style="list-style-type: none">- Analyzed data- Brainstormed- Improvement ideas- Created plan to roll out improvement idea- Drank lots of coffee, ate lots of food, and had fun!!!
	What are you doing this for?	<ul style="list-style-type: none">- Reduce anxiety in all clients, staff and customers!
	Do you think it will solve the problem?	<ul style="list-style-type: none">- I think it might- I think it will help- I hope so!- Some ideas have been implemented immediately and are already helping
	What are our improvement ideas?	<ul style="list-style-type: none">- Looking at shortage of brown face cloths.- Looking at reducing the number of foreign objects coming into laundry room