

Communications Plan



Region/Agency:	South Eastman Health
Facility:	
Project:	Team SOS

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	When can we see results?	90 day project cycle, end of June; completed project including controls by mid July.
2	Does this mean we're going to be paid properly?	If people are in accurate positions, schedules will be accurate and people should be paid properly.
3	Does this mean our schedules will be accurate?	We're doing our best to move in that direction.
4	Will DSSs be accurate?	We're doing our best to move in that direction.
5	When and how will I know that requests will be processed?	We are working on adjusting current process.
6	How are you going to decide what to change?	We've measured the current process, are working on implementing the changes, and will be measuring the new process so we know the exact difference we have made.

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Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
7	Will anything ever be changed?	We're working very hard and feel very positive that there will be a change.
8	Will my OT be paid out correctly?	The process we're working on at the moment is focused on the hiring process and getting people working their schedules accurately.
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12		

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Who do we need to communicate our message to?		How will we communicate this message?	Completion Date	Person Responsible
General Staff		Email		
		Phone Call	Ongoing	Entire Team
	✓	Casual Conversation		
	✓	Meeting		
		Memo		
	✓	Quality Board		
Team	✓	Email		
	✓	Phone Call	Ongoing	Entire Team
	✓	Casual Conversation		
	✓	Meeting		
		Memo		
		Quality Board		
Senior Leadership	✓	Email		
	✓	Phone Call	Ongoing	Tamara/ Myles
	✓	Casual Conversation		
	✓	Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Casual Conversation		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Casual Conversation		
		Meeting		
		Memo		
		Quality Board		