

## Communications Plan for our Project

Organization:	Southern Health-Santé Sud
Facility:	Menno Home
Project:	Smooth Movers

# FAQ

1	What do I have to do?	Keep doing your job 😊
2	How is this going to change my job?	Improve the move-in for Elders but be easier for you!
3	Is this going to be more paperwork for me?	No, it's the same amount of paperwork.
4	Is this going to work?	Trust the process. We are taking it one step at a time.
5	Does "Lean" mean change?	Yes, Lean means a simple, better way and to eliminate inefficiencies and waste.
6	When is this starting?	November 13, 2018. We had our first define and measures day. We will go for 4 months till it is over.
7	Why hasn't anything changed yet?	The process has started and we will take it one step at a time.
8	Why wasn't I asked to help or for my opinion?	You participated in a gamba walk already when the last elder moved in. Feel free to participate in the live chat on the quality board if you have comments.

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9	What does "P-D-S-A" mean?	This is the cycle of quality improvement that stands for plan, do, study and act. We continue to see watch to see if an improvement plan works and if it requires change we go through the cycle over and over until we reach our goal.
10	How can I find out how the project is going or what new thing is coming?	Monitor new information on the Quality Board in the Board Room and read or attend a weather forecast.
11	Why are we doing this?	This project has a goal of not only meeting the standard for completing move-in paperwork in time, it makes it less stressful for staff involved and helps them focus on what is important...our elders and their families on move-in day.
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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
Staff		Email		
		Phone Call		
	X	Weather Forecast	Ongoing	Leadership Team
		Memo		
	X	Quality Board	Nov 14, 2018	Len/Krista
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		