

# Communications Plan

Organization:	Southern Health – Sante Sud
Facility:	Regional Palliative Care Program
Project:	Southern Comfort – Palliative Care Referral Process

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why do we have to do this?	Some initial work needs to be done to improve a process. This will give concrete evidence to support a need for change.
2	What is this for? What is the reasoning?	We want to find a solution to the current problems we see with the Palliative Care Referral Process. In order to do this, we need to have these measurements done to support the need for change.
3	Is this going to be a lot of work?	No, we've made the tracking sheets as straight forward as possible. We ask that if you experience any of the measurements, you simply make a "tick" on the sheet. This is only for 8 weeks.
4	After all this work, we'll we actually see results?	Yes, the LEAN projects are highly supported by the Regional Leadership Team and our Sponsor who is Paulette Goossen, will be helping to get us through some of the roadblocks that would otherwise take quite some time to receive approval for.
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# Communications Plan

Region/Agency:	Southern Health-Santé Sud
Facility:	Palliative Care within Community and Facility
Project:	Palliative Care Referral Process

Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
All Palliative Care Team Nurses employed by SH-SS.		Email		
		Phone Call		
		Meeting	December 3 2015	Brigitte
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		