

Communications Plan

Organization:	Southern Health-Sante Sud
Facility:	Public Health-Healthy Living
Project:	Super Supports

Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	What is a lean project?	A project where we look closely at a problem and try to create solutions for efficiency and effectiveness
2	Why are you doing this project now?	We had the opportunity to send someone for yellow belt training. Good timing – we now have 1 payroll office rather than 5. There has been lots of talk the last couple of years about our inconsistencies without change occurring.
3	How is this going to affect me?	We will be looking at ways to streamline our processes so you are paid/reimbursed expenses accurately and efficiently.
4	Will I be going for lean training?	There may be opportunities for staff to be part of projects in the future or become trained in lean, but it isn't required training.

Communications Plan

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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
All Public Health-Healthy Living Staff <ul style="list-style-type: none"> • New expense claim form (locked fields) • New deadline – monthly at end vs. Waiting till \$25.00 • Expense claims can be submitted more frequent if needed 		Email		
		Phone Call		
		Meeting		
	X	Memo	March 1 st	Tegan
		Quality Board		
Public Health-Healthy Living Leadership Team		Email		
	X	Phone Call	Feb-March	Stephanie
	X	Meeting	March 1 st	Stephanie
		Memo		
		Quality Board		
Project update – documents on CWS “Super Supports”		Email		
		Phone Call		
		Meeting		
	X	Memo	Feb 10 th	Tegan/Stephanie
		Quality Board		
Super Supports Team – PDSA updates	X	Email	Feb-March	
	X	Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		