

## Communications Plan

Organization:	Southern Health-Santé Sud
Facility:	Mental Health
Project:	Admin Assistant – A Team

### 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?	This is our opportunity to be part of improving our processes and increasing efficiency and effectiveness.
2	How long do we have to do this.	The collection period is only 2 weeks but quality improvement is an on-going process.
3	I don't have time for this.	That is why we need to do it. The data collected will help us with efficiency and that will open up more time to do our day to day work.
4	Who thought this was a good idea?	It is a good idea and we, as a team, decided it was. This is a quality improvement process that started at Manitoba Health and has been trialed throughout regional health authorities' right down to our mental health program. This process works.
5	What are you doing?	We are doing a Lean project that will help us standardize and develop more efficient work processes.
6	Why is it an admin assistant project and not some other part of the program?	Admin work touches every program and we want to be better able to help you in your work. If you have an improvement idea talk with your manager, maybe your idea will be next.

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### Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
7	Other questions.	Thanks for asking and I will have to consult and get back to you.
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# 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
Other Admin Assistants	x	Email		A Team & Tiina
	x	Phone Call		A Team & Tiina
		Meeting		
	x	Memo		A Team & Tiina
	x	Quality Board		A Team & Tiina
	x	In Person		A Team & Tiina
Other Staff members		Email		
		Phone Call		
		Meeting		
		Memo		
	x	Quality Board		A Team & Tiina
Mental Health Managers	x	In Person		A Team & Tiina
		Email		A Team & Tiina
		Phone Call		
	x	Meeting		A Team & Tiina
		Memo		
	x	Quality Board		A Team & Tiina
	x	In Person		A Team & Tiina
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		