

# Communications Plan

Organization:	Southern Health – Sante Sud
Facility:	Regional Chronic Disease Education Program
Project:	Initial Appointment Booking Process

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why are we doing this?	As a team, we have developed a problem statement that identifies our focus throughout the project. <b>Our problem statement is:</b> The current CDET process for booking appointments is inconsistent among providers; which has led to longer client wait times and decreased quality of life; resulting in overburdened providers and non-utilized talent of staff. The purpose of this is to facilitate some consistency within the program across the sites and to identify areas of redundancy and overwork. It's part of CDET's post-amalgamation work.
2	Do we have to do this?	Yes, everyone needs to participate so that we have as complete a picture of what's happening across the region as possible. We want to identify areas for improvement and streamline diverse processes. This will help support the need for change.
3	Will this be a lot of work?	We've made the tracking sheets as simple and straight forward as possible. If you receive a referral mark it on the sheet with a 'tick'; mark the type of contact (phone call/letter); and the length of the call. We will measure for 5 weeks, but the project will take longer to complete.
4	Who is on the team?	A volunteer team has been assembled that represents a cross-section of sites and providers from across the region. Team members: <i>Sabrina Turgeon, Roberta Moore, Diane Unruh, Karla Funk, Hanifah Hussein, Kathryn Penner.</i> Green Belt: <i>Robin Reid, Regional Manager, PHC, SH-SS</i> Team Lead: <i>Chantelle D'Andreamatteo, Regional Manager, PHC, SH-SS</i> Executive Sponsor: <i>Karen Ilchyna, Program Director, PHC, SH-SS</i>
5	What are we collecting?	We are collecting information, or data, that will be used to help identify "waste" in the appointment booking process. We will be examining the following: <ul style="list-style-type: none"> <li>• Number of referrals coming in (of those, how many are incomplete and how many are urgent)</li> <li>• Number of contacts by provider (letters/emails/phone calls) to book an initial appointment</li> <li>• Time between referral received, reviewed, and initial appointment booked.</li> </ul>
6	What is Lean?	Lean is a Quality Improvement Initiative.

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Facility:	Regional Chronic Disease Education Team
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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
All Chronic Disease Education Team Members employed by SH-SS.	✓	Email	Nov 27, 2015	Chantelle D'Andreamatteo
		Phone Call		
	✓	Meeting		Chantelle D'Andreamatteo
		Memo		
		Quality Board		
	✓	Casual Conversation	On-going	Team Members.
Project Sponsor: Karen Ilchyna, Program Director, Primary Health Care	✓	Email		
	✓	Phone Call	Weekly (Friday)	Robin Reid
		Meeting		
		Memo		
		Quality Board		
LTC Green Belt Mentor: Bonita Matuszewski	✓	Email		
	✓	Phone Call	Weekly	Robin Reid
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		