

Communications Plan

Organization:	Southern Health – Santé Sud
Facility:	Bethesda Regional Health Centre
Project:	Total Recall

Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	Other CSM's/CRN's may ask why we are doing this	Streamlining the process to save time
2	Will changes actually occur	Yes, LEAN is highly supported by the Senior Leadership Team. Improvements/changes are encouraged
3	Why do we need to time ourselves from time of receipt of recall to completing check on units - REMOVED	To show how much time is waited in order to implement positive change to the recall process - REMOVED
4	How is your LEAN journey going?	We have identified improvements and can see an end in sight
5	Will this be more work?	No, this will provide more time for care because you should only receive relevant recalls/alerts applicable to your site
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Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
4 CSM/CRN (Elizabeth will fan out at site)	✓	Email	17/11/ 2017	Elizabeth
		Phone Call		
		Meeting		
	✓	Memo	17/11/ 2017	Elizabeth
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
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		Memo		
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