Communications Plan

Organization:	Southern RHA
Facility:	Home Care
Project:	Waste Not Want Not

Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	How will this change anything?	It is our hope that by identifying the when and why of the errors that we can find a different way to do the work and reduce errors; thereby reducing stress, improving client care and increasing job satisfaction
2	If I make a mistake will I be in trouble? Will everyone know who makes errors and what is done about it?	In the data collection we are not asking that individual staff be identified. We are not looking to find out who in this project but rather why and how in order that we can improve our process.
3	How long will we have to fill out these forms?	We will do two days of test data collection followed by a week of data collection. If the data collected does not provide us with enough information then we may need to implement an additional period of data collection.
4	Will we be given extra time in the visit to complete the forms?	There should be time in each visit to complete the form, it is not intended to be additional work for you; the form is quick and straight forward.
5	Will we know the results of the data collection?	Yes, we will share results and discuss the project with you as we move forward.
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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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Communications Plan

Region/Agency:	
Facility:	
Project:	

Who do we need to communicate our message to?	✔	How will we communicate this message?	Completion Date	Person Responsible
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Quality Board		