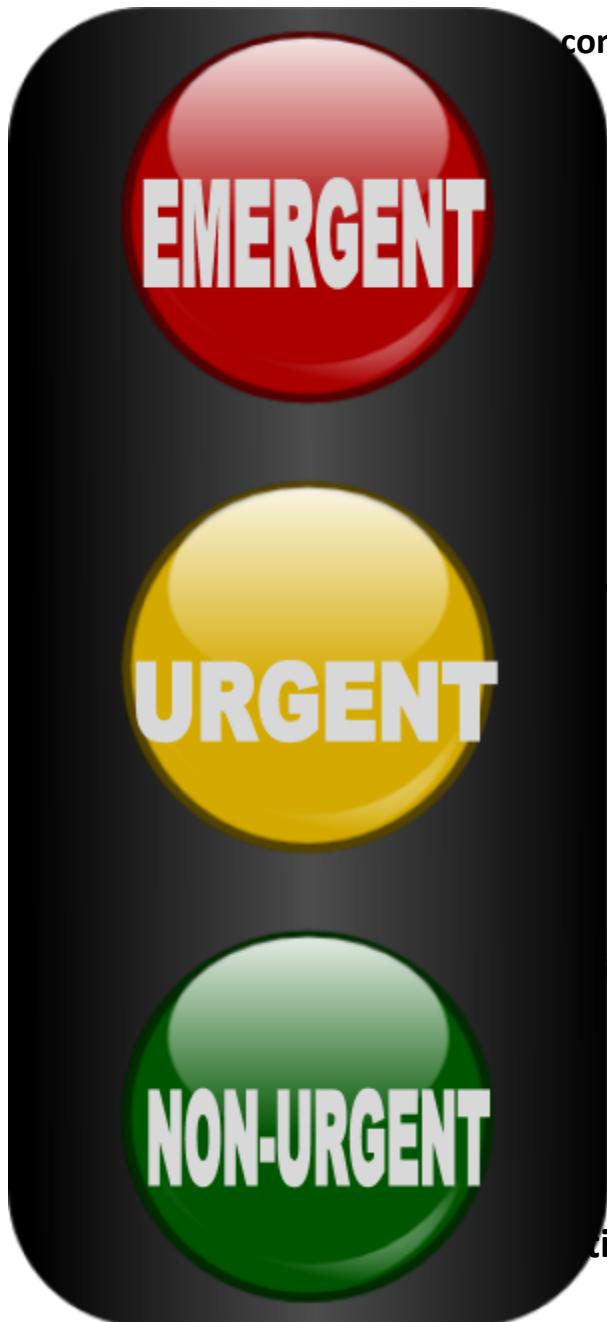


Organization Communication Plan

A stoplight symbol will be posted on the Employee Bulletin Boards by the first and second floor time clocks at the Hospital and by the time clocks at the Rural Health Clinics. When there is an emergent, urgent, non-urgent communication update, the message will be posted by the corresponding stoplight color.



EMERGENT – **Information that must be communicated face-to-face, same day.**

- 1) CEO will inform the Leadership Team at a specially called meeting.
- 2) Each leader will inform their direct reports the same day.
- 3) Those employees that are not on-site will be notified by their Supervisor, via a telephone call or in-person as soon as possible.
- 4) A Red Light will be posted on the time clock to notify employees to meet with their leader.

URGENT – **Information that must be communicated to employees before starting their work shift.**

- 1) The stoplight report by the timeclocks will be updated.
- 2) A stoplight report will be available on all department communication boards on a yellow sheet of paper; or reported following the guidelines in each department's communication plan.

NON-URGENT – **Information that must be communicated via bulletin boards, cafeteria tv, e-mail, posted on the Intranet.**

Finalizing the Plan

Red Communication – Information that must be communicated face-to-face

- ☒ Red communication that must be communicated to the entire organization will be initiated by a member of the Executive Management Team (EMT)
- ☒ The Administrative Support Department will provide direct support as needed in carrying out the actions necessary to inform all:

- o Scheduling a meeting with the leaders
- o Posting a red stop light/sign on the timeclock
- o Updating the bulletin board by the timeclock
- o Documenting in a journal how the communication was accomplished
- ☒ If a leader is not in the building, the appropriate EMT representative will meet with that leader's department that same day and ensure that all employees receive the same message

Yellow Communication – Information that employees must know before starting their work shift

- ☒ Any leader within the organization that is aware of a “yellow” category communication can initiate the communication chain
- ☒ The Administrative Support Department will provide direct support as needed in carrying out the actions necessary to inform all:
 - o Posting the notice on the bulletin board by the timeclock in the designated location (this can also be done by the leader initiating the communication)
 - o Distributing an e-mail notification to all employees in the organization (this can also be done by the leader initiating the communication)
 - o The leader for each unit will determine whether the notification needs to be printed and posted on their communication board consistent with their individual communication plan

Green Communication – all non-urgent, general, communications are considered “green” in nature. These communications will be sent out in a variety of ways by various members of the Richland Hospital team.