

## COMMUNICATION PLAN

WHAT	WHEN/FREQUENCY	WHO NEEDS TO KNOW	HOW/TACTIC
<a href="#">Daily Huddle</a>	<b>Daily, M-F, @ 8:45am</b>	All employees	<ul style="list-style-type: none"> <li>- If a Leader cannot attend, someone from that Department will present and report.</li> <li>- Three Point Agenda:           <ul style="list-style-type: none"> <li>(1)Look Back, Look Ahead and Follow Up</li> <li>(2)Focus on prevention, detection and correction</li> <li>(3)Examples of items to; Pressure ulcers, falls, trauma, staffing, census, drug shortages, etc.</li> </ul> </li> <li>- Huddle minutes will be posted on the intranet by 10am daily.</li> </ul>
Senior Leadership Meetings	<b>Every Thursday at 10am</b>	Senior Leaders	<ul style="list-style-type: none"> <li>- Conducted weekly with an approved agenda and minutes format.</li> <li>- Utilize the pillars to outline topics for meeting.</li> <li>- Agenda to include standing items such as:           <ul style="list-style-type: none"> <li>Organizational Goals</li> <li>Department Leader Meeting Updates</li> <li>Quest for Excellence Updates</li> <li>Old Business - Be clear and close the loop on open items</li> </ul> </li> </ul>
Department Goals	<b>1st Friday of each Quarter (Oct, Jan, Apr, Jul)</b>	All Departments	<ul style="list-style-type: none"> <li>- All department goal metrics need to be filled out on the PDSA (Plan, Do, Study, Adjust) form and submitted via email to Abigail DeWitt. Each department will update their goal metrics each quarter and re-email the updated PDSA form to Abigail DeWitt. The PDSA Form is located here: <a href="#">P:\Departments\Department Managers\Goal Cycle\PDPA Annual Goal Action Plan Template</a></li> </ul>
Department Leader Meetings	<b>1st Thursday of the Month @ 1:30pm</b>	All Leaders	<ul style="list-style-type: none"> <li>- Each Leader encouraged to report out any important news or updates</li> <li>- Review Organizational Finances</li> <li>- Minutes can be found: <a href="#">P:\Departments\Department Managers\Dept Manager Minutes</a></li> </ul>
Department Staff Meetings	<b>Monthly</b>	All Departments	<ul style="list-style-type: none"> <li>- Conducted monthly with an approved agenda and minutes format.</li> <li>- Utilize the pillars to outline topics for meeting.</li> <li>- Agenda to include standing items such as:           <ul style="list-style-type: none"> <li>Organizational and Department Goal updates/action items</li> <li>Department Leader Meeting Updates</li> <li>Quest for Excellence Updates</li> <li>Old Business - Be clear and close the loop on open items</li> </ul> </li> </ul>
Internal Newsletters (PRET Team)	<b>The first week each month</b>	All employees	<ul style="list-style-type: none"> <li>- Monthly newsletters, on the 12 Positive Communication Standards, will be sent via email and also available on the Intranet under "Our Quest" tab.</li> </ul>
Internal Newsletters (QFK Team)	<b>Quarterly</b>	All employees	<ul style="list-style-type: none"> <li>- A newsletter, specific to the work of each Quest for Excellence Team, will be sent via email and also available on the Intranet under "Our Quest" tab.</li> </ul>
Senior Leader Rounding	<b>Quarterly</b>	All Departments	<ul style="list-style-type: none"> <li>- Each Senior Leader will round on 4-5 departments each quarter. Specifically the front line employees in each department.</li> <li>- The rounding schedule is posted on the Intranet under the "Our Quest" tab.</li> <li>- Senior Leaders will document each rounding and post progress on any follow-ups on the stoplight report located on the Intranet under the "Our Quest" tab. Each Senior Leader is responsible for communicating any follow-ups to their assigned departments.</li> </ul>
Interdepartmental Rounding	<b>Monthly</b>	All Leaders	<ul style="list-style-type: none"> <li>- Complete 1 per month.</li> <li>- Preferably round with staff of other department, versus Leader to Leader.</li> <li>- Share rounding results with Senior Leader.</li> <li>- Interdepartmental rounding form can be found: <a href="#">P:\Departments\Department Managers\Rounding\Interdepartmental Rounding Worksheet.docx</a></li> </ul>

Employee Rounding	<b>Monthly</b>	All Leaders	<ul style="list-style-type: none"> <li>- To be completed by all leaders on all their employees.</li> <li>- CCC, Clinic, HIM/BO, Med/Surg, and ED round every other month due to department size.</li> <li>- Must save rounding documentation in the Department Managers\Rounding folder so Senior Leader and CEO have access to review.</li> </ul> <p><a href="P:\Departments\Department Managers\Rounding\Rounding Template.xlsx">P:\Departments\Department Managers\Rounding\Rounding Template.xlsx</a></p>
Monthly Accountability Meetings	<b>Monthly</b>	All Leaders	<ul style="list-style-type: none"> <li>- All leaders meet with their Senior Leader and all Senior Leaders meet with the CEO</li> <li>- Monthly Accountability Meeting templates can be found: <a href="P:\Departments\Department Managers\Monthly Accountability Meeting Template.xlsx">P:\Departments\Department Managers\Monthly Accountability Meeting Template.xlsx</a></li> </ul>
The Best on our Quest	<b>Monthly</b>	All Employees	<ul style="list-style-type: none"> <li>- At the end of each month, one employee will be nominated as 'The Best on our Quest' for the following month. At the end of the FY all 12 employees will be entered into a drawing to win a PTO day or \$100 in BMC logoed apparel.</li> <li>- Submit a nomination via the Intranet or fill out a nomination form in the mailroom and submit the completed nomination form to the E-Squad mailbox in the mailroom (top left mailbox) by the 20th of each month.</li> <li>- Winners are announced the last Friday of every month via email.</li> <li>- If the winner agrees, they'll be recognized on the Intranet, Cafe TV, &amp; Hwy 70 electric sign.</li> </ul>
Casual for a Cause (Jean Day)	<b>3rd Friday of the Month</b>	All Employees	<ul style="list-style-type: none"> <li>- To wear jeans, please pay an E-Squad member \$5 unless otherwise specified. This money will be donated each month to a local organization of the E-Squad's choosing.</li> </ul>
Quest for Leaders (Leadership Training)	<b>The 3rd Tuesday each Quarter from 8a-4:30p (Dec, Mar, Jun, Sept)</b>	All Leaders	<ul style="list-style-type: none"> <li>- Mandatory attendance, if unable to attend must be approved by CEO 1 month prior to event.</li> <li>- If unable to attend, must complete make up details within 2 weeks of event being posted on HealthStream.</li> <li>- Leaders encouraged to present throughout the year with topics or passions to share with the leadership team and assist in leader development. (i.e., leader attends a conference or completed Capstone EDU course and shares best practices)</li> </ul>
<a href="#">Employee Forums</a>	<b>1st Wednesday each Quarter at 7:30a, 10:30a, 3:30p (Oct, Jan, Apr, July)</b>	All Employees	<ul style="list-style-type: none"> <li>- Highly encouraged to attend a session.</li> <li>- Employees provide future agenda topics by submitting them to the E-Squad mailbox in the mailroom (top left mailbox) 1 week before the date of the forum.</li> <li>- Employee Forum minutes can be found on the intranet.</li> </ul>
Quest for Knowledge (Employee Training)	<b>Twice a Year each May and November</b>	All Employees	<ul style="list-style-type: none"> <li>- Highly encouraged to attend a session.</li> <li>- Service Recovery session will be mandatory.</li> <li>- If unable to attend the mandatory session, must complete make up 2 weeks after returning to work.</li> </ul>
Annual Performance Reviews	<b>Annually each October</b>	All Employees	<ul style="list-style-type: none"> <li>- To be completed by all leaders during the month of October.</li> <li>- Must turn in copies to HR.</li> <li>- HR provides summary of completions at Department Leader Meeting.</li> </ul> <p><a href="P:\Departments\Department Managers\Performance Evals\Annual Performance Evaluation Form 2020.docx">P:\Departments\Department Managers\Performance Evals\Annual Performance Evaluation Form 2020.docx</a></p>
Mid-Year Conversations	<b>Annually each April</b>	All Employees	<ul style="list-style-type: none"> <li>- To be completed by all leaders during the month of April.</li> <li>- Must turn in copies to HR.</li> <li>- HR provides summary of completions at Department Leader Meeting.</li> </ul>
Hospital-all Emails	<b>PRN</b>	All Employees	<ul style="list-style-type: none"> <li>- Must have clear subject line.</li> <li>- Include response date for any time sensitive communications.</li> <li>- Highly encouraged to check emails once a day or more frequent as able.</li> </ul>
<a href="#">Intranet</a>	<b>PRN</b>	All Employees	<ul style="list-style-type: none"> <li>- Highly encouraged to check intranet once a day or more frequent as able.</li> <li>- Important up-to-date happenings (huddle minutes, EPIC update), Menu, Calendars/schedules, etc.</li> </ul>
Timeclock TV's	<b>PRN</b>	All Employees	<ul style="list-style-type: none"> <li>- Highly encouraged to check TV's once a day or as able.</li> <li>- Upcoming events, raffles, celebrations, HR updates, etc.</li> <li>- Contact Marketing to be added to the TV's</li> </ul>

Department Leader Emails	<b>PRN</b>	Select Departments	- Out of the office emails will be routed to affected departments. - Changes affecting other departments will be included in email.
<a href="#">BMC Facebook Page</a>	<b>PRN</b>	All Employees	- Highly encouraged to share BMC posts.
<a href="#">BMC Website</a>	<b>PRN</b>	All Employees	- Check your departments webpage to make sure information is accurate.
Job Postings	<b>PRN</b>	All Employees	- On the job board by the admin office.