





Jeff's Communication Guide

What, Where, and How We Share at JCHC!



Jefferson County
Health Center

	CRITICAL	IMPORTANT	RELEVANT	ENGAGING
LEVEL	<p>Emergency or urgent communication</p>  <p>Needs immediate attention!</p>	<p>Time-sensitive & crucial for business operations</p>  <p>Needs prompt attention today!</p>	<p>Valuable information for performance</p>  <p>Review in the next 2-3 days.</p>	<p>Workplace culture & helpful content for all staff</p>  <p>Review as time permits.</p>
CHANNELS	<p>Fast Command Alerts</p> <p>Overhead Announcements</p> <p>Vocera Announcements</p>	<p>In-Person</p> <p>LDI</p> <p>WYNK</p> <p>JCHC Communication Emails/ Memos/ Weekly Wednesday Updates</p> <p>Organizational Communication Boards (Team Flyers)</p> <p>Town Hall Meetings</p>	<p>JEFF - JCHC Intranet</p> <p>All Employee Training Events</p> <p>Bryan's Bulletins</p> <p>Employee Forums</p>	
USE CASES	<p>Fire in Building</p> <p>Extreme Weather</p> <p>Critical Outage</p> <p>Medical Emergency</p> <p>Staff Assist</p>	<p>Change to Logistics & Operations</p> <p>System & Process Updates</p> <p>Policy Requirements</p> <p>Employee Satisfaction Survey Results</p>	<p>Organizational Goals & Strategy</p> <p>Education</p> <p>Planned System Maintenance</p>	<p>Employee Awards & Recognition</p> <p>Employee & Community Engagement Activities</p> <p>Cafe Menus</p> <p>Free Cycle</p>



How We Communicate at JCHC

A guide to the tools, timing, and purpose behind each communication channel

CHANNEL	DESCRIPTION	CADENCE
 Fast Command Alerts	Critical Alerts & Emergency Updates via Text	Upon Incident
 Overhead Announcements	Hospital-Wide Alerts for Urgent Messages and Emergencies	Upon Incident
 Vocera Announcements	Direct Communication via Rover Phone or Vocera for Urgent Messages	Upon Incident
 In-Person	Direct Communication for Immediate or Sensitive Situations	Timely, As Needed
 Leadership Development Institute	For Leaders & Executives to Strengthen Leadership and Align Goals	Quarterly
 WYNK	What You Need to Know- Manager & Executive Huddle	Monday Mornings 9 AM
 JCHC Communication Emails	Organization-Wide Updates and Announcements	Timely, As Needed
 Org. Communication Boards	Organization and Spark Team Updates	Monthly
 Town Hall Meetings	Updates from Executives & Spark Teams	Monthly (Excludes Forum Months)
 JEFF	JCHC Intranet - J oint E ffort for F un & F acts	Timely, As Needed
 All Employee Trainings	Focused on SPARK Culture Initiatives	Biannually
 Bryan's Bulletin	Board Reports, Encouragement, & Recognition	Every Other Friday
 Employee Forums	Team & Organization Updates with Q&A	Last Month of Quarter