

# Jeff's Communication Guide

What, Where, and How We Share at JCHC!



Jefferson County  
Health Center

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



# How We Communicate at JCHC

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

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