

# Sample Communication Plan

## Communication Plan for RNAO's Project: BPG Order Sets™

Objective: To establish and maintain effective communication with key stakeholders

Stakeholder	Objective of Communication	Medium	Frequency	Lead	Result
DRO's	Review the project objectives and provide status update	f2f at DRO meetings	Monthly during weekly meetings	Deb Johnston	Great support for the project; standing agenda item on Director agenda for weekly update
Consultants		f2f at consultant meetings	q2months at consultant meetings	Deb Johnston	Provide update at every Consultant meeting
Administrators		f2f at morning meetings	Weekly	Gemma & Kaitlyn	Updates provided at Administrator meetings
Director of Care	Keep DOC's informed of the progress of the project	At DOC Meetings	Monthly	Deb Johnston	Many DOC's interested in implementing the Order Sets
Physicians/NPs	Communicate project objectives	PAC meeting	quarterly	Gemma & Kaitlyn	Gemma to deliver slide deck
RAI-MDS Coordinator	Communicate project objectives. Provide education and implementation dates	f2f at morning meetings	weekly	Gemma & Kaitlyn	Many questions related to impact on MDS and section M
Skin & Wound Coordinators	Communicate status of project implementation. Review order sets in their entirety. Provide education and implementation dates	f2f discussions during rounds	weekly during rounds	Gemma & Kaitlyn	Home level
Registered Dieticians	Review with the RD at the monthly nursing Dietary meeting	Newsletter	August & November	Gemma & Kaitlyn	Also at PAC meeting so would see the slide deck at the meeting
Registered Staff	Communicate project objectives. Review order sets in their entirety. Provide education and implementation dates.	f2f at registered staff meetings.	Monthly	Gemma & Kaitlyn	Start with change of terminology, used count down posters to keep staff engaged
PSWs/Front line and managers of recreation, housekeeping, dietary & maintenance	Communicate project objectives. Explain best practice guidelines. Review any changes in work flow	f2f at PSW meetings/general staff meetings.	Monthly	Gemma & Kaitlyn	Informed of project; focus was on the resident engagement piece
Senior Leadership Team	Communicate project objectives and outline. Review status.	FAQ document submitted to Communique	August & November	Deb Johnston	Provide regular updates through VP, Long Term Care
Families/Residents	Communicate project objectives & the use of 'amie' for information	Newsletter emailed and attached to billing. Send	August & November	Deb, Gemma & Kaitlyn	Went out through resident billing; signs in home
OT/PT	Communicate project objectives and implementation information	FAQ document	August & November	Deb Johnston	Involved in education sessions, meetings and celebration
Suppliers - Cardinal, ET services	Communicate project objectives and implementation information	Newsletter emailed	August & November	Deb, Gemma & Kaitlyn	