

LEADING CHANGE TOOLKIT™

TO HELP CHANGE AGENTS AND CHANGE TEAMS MAKE LASTING IMPROVEMENTS IN HEALTH CARE



Communication plan worksheet

It is critical that communication is strategic and planned to ensure key messages are delivered and feedback is sought from your stakeholders.

Key stakeholder group (circle your group or add others):

- Residents/patients/clients
- Families
- Nursing team
- Allied health partners
- Senior management team
- Others

What will be communicated?	Purpose and key messages	How? (Huddles, email, staff meetings, social media)	When? (Timing: who to tell first, frequency of updates)	Who is responsible? (Accountability)	Date completed	Follow-up required or other comments
BPG being implemented						
Changes in actions						
Associated policy changes						
Progress of implementation						
Evaluation results						

Communication Resources:

Prosci (2018). *Communication checklist for achieving change management*. Retrieved from: <https://www.prosci.com/resources/articles/change-management-communication-checklist>

Registered Nurses Association of Ontario (2013). *Developing and sustaining interprofessional health Care: Optimizing patient, organizational and system outcomes*. Toronto, ON: Registered Nurses Association of Ontario. (Recommendation 10.1) Retrieved from: https://rnao.ca/sites/rnao-ca/files/DevelopingAndSustaining_IPC.pdf