|  |
| --- |
| Communication Plan for Emergency Department Nurse Mentorship Project |
|  |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Project Team Member/Stakeholder | Communication\*Preferred Format | Timing | Report Prepared by |
| Project Sponsor | 1)Project Status Report --In Person2) Project Progress Report--Email | 1) Monthly2) Weekly | 1)-Project Manager2)- Project Manager |
| Mentorship Coordinator | 1) Progress Report--in person2) Training Sessions with Nurse Builders (vendor)—In person group event3)-Training with Laerdal Simulation (vendor)—Group Activity, in person  | 1)-Twice/week2)- Daily for six weeks (per contract)3)- Daily for three days (per contract) | 1)- Verbal status report presented to Project Manager by Mentorship Coordinator2)- Verbal status report to be addressed with Project Manager at routine twice per week meeting3)- Verbal status report given to Project Manager at routine twice/week meeting |
| E.D. Nurse Mentors | 1)-Progress Report--in person2)- Training Sessions with NurseBuilders (vendor)—in person group event | 1)- Weekly2)- Twice per week for six weeks (two RNs per class, per day)  | 1)- Verbal status report by ED Nurse Mentors given to Project Manager during weekly progress meeting2)- Training interaction to acquire competency; progress to be shared with Project Manager at weekly meetings |
| E.D. PhysiciansE.D. Physicians | 1)-Plan Overview with Discussion of Expectations—in person2)- Plan Progress Report—Email | 1)- One week preceding plan implementation2)- Weekly | 1)- Verbalized to ED physicians by Project Manager to encourage Q&A.2)- Formal Email composed by Project Manager addressing E.D. Physicians  |
| E.D. Staff Nurses (non-mentors) | 1)- Plan Overview with Discussion of Expectations—In person2)- Plan Progress Report—In person3)- Whiteboard-led Huddle discussion—group activity, in person | 1)- Week preceding plan implementation2)- Weekly 3)- Weekly | 1)-Project Manager2)-Project Manager3)- Project Manager, in conjunction with E.D. Manager |
| E.D. Manager | 1)- Collaborative planning meetings—in person2)- Plan Progress Report—In person3)- Whiteboard Installation Meeting—in person4)- Training with Laerdal Simulation (vendor)5)- Training Sessions with Nurse Builders (vendor)—in person group event | 1)- Weekly prior to plan implementation2)- Twice per week following implementation3)- Upon arrival (ordered)4)- Daily for three days (per contract)5)- Twice per week for six weeks | 1)- Led by Project Manager, with stakeholder collaboration2)- Verbal exchange of information between Project Manager and E.D. Manager3)- Project Manager, collaboratively with IT and Quality Manager4)- Training interaction to acquire competency5)-Training interaction to acquire competency  |
| Clinical Education FacilitatorClinical Education Facilitator | 1)- Collaborative planning meetings—in person2)- Training with Laerdal Simulation (vendor)3)- Training Sessions with Nurse Builders (vendor)—in person group activity | 1)- Weekly prior to plan implementation2)- Daily for three days (per contract)3)- Twice per week for six weeks | 1)- Led by Project Manager2)- Training interaction to acquire competency3)- Training interaction to acquire competency |
| Unit Clerk | 1)- Plan Overview with Discussion of Expectations—In person | 1)-Week preceding plan implementation | 1)-E.D. Manager |
| Information Technology Department | 1)- Whiteboard Installation Meeting—in person2)- Training with Laerdal Simulation (vendor)—In person group activity | 1)- Upon arrival of whiteboard 2)- Daily for three days (per contract) | 1)- Project Manager, in conjunction with E.D. Manager2)- Training interaction to acquire competency (I.T. will provide ongoing support for simulation equipment) |
| Quality Manager | 1)-Whiteboard Installation Meeting—in person | 1)-Upon arrival of whiteboard  | 1)-Project Manager, in conjunction with E.D. Manager and I.T. staff |
| Human Resources | 1)- Plan Overview with Discussion regarding personnel ramifications—in person | 1)-Week preceding plan implementation | 1)- Project Manager, with Mentorship Coordinator and E.D. Manager |
| Risk Management | 1)- Plan Overview with Discussion of Expectations—Email, Webex if requested | 1)-Week preceding plan implementation | 1)- Project Manager, with E.D. Manager |
| Marketing Department | 1)-Plan Overview with Discussion of Expectations—in person2)- Job Fair discussion—In person3)- Advertisement of Mentorship Training Opportunity—Email, Webex | 1)- Week preceding plan implementation2)- Following project plan implementation3)- Following project plan implementation | 1)-Project Manager, with assistance of E.D. Manager and Mentorship Coordinator2)- Project Manager, E.D. Manager, and Mentorship Coordinator3)- Project Manager, Human Resources Director |

 |