

Quality Improvement Basics

Communication Basics

- Identify the 5 standards of effective communication
- Describe how to use a communication plan



Communication

The process by which information is exchanged between individuals, departments, or organizations.



Resource: Team STEPPS <https://www.ahrq.gov/teamsteps-program/curriculum/communication/index.html>

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Communication Within the QI Team

- Invite questions and dialogue
- Meetings should not just be about reporting out
- Send materials in advance to prepare for meetings and discussions

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Achieving a Shared Mental Model

The perception of, understanding of, or knowledge about a situation or process that is shared among team members through communication.

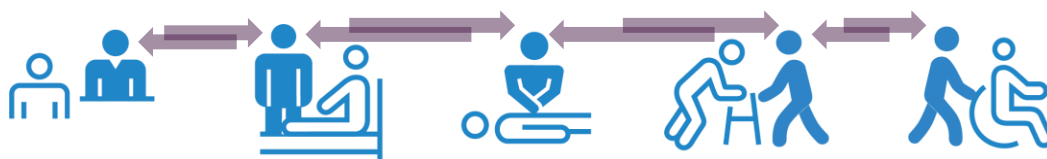
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How Shared Mental Models Help Teams

- Keeps the team on the same page
- Synchronizes work
- Articulates the goal
- Enables better prediction and anticipation



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Standards of Effective Communication



- Complete
 - Communicate all relevant information
- Clear
 - Convey information that is plainly understood
- Brief
 - Communicate the information in a concise manner
- Timely
 - Offer and request information in an appropriate timeframe
- Authentic
 - Validate information

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Right Message, Right Audience



- Tailored for your audience
- Externally focused - make it about them
- Avoid jargon
- Support with key information

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Communication Plan

- Regular communication with all partners
- Engages colleagues and partners during all phases of the project
- Sets expectations



Components of a Communication Plan

Key Message	To Whom	From Whom	Medium	When
<message to be delivered>	<to whom message is to be delivered>	<from whom message is to be delivered>	<how message will be delivered>	<when message will be delivered>

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Sample Communication Plan



QI Communication Plan

Key Message	To Whom	Medium	From Whom	When	Date Completed

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In Summary

Thank you for taking time to learn about:

- The 5 key characteristics of effective communication
- How and why using a communication plan is important in quality improvement work.

Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety and serves as a trusted expert in facilitating improvement for people and communities.

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