



*Appendix 4.13*

*Effective  
Communication  
Monitoring  
Progress and  
Adaptations*

Use this section to create a customized plan to track progress and adaptations made to your original implementation plan. In this plan, include a space to describe what changes or adaptations were made to the original implementation plan and the reason for the adjustment. Below are a few examples of adaptations that could be tracked.

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WHO is responsible for reviewing this monitoring plan and HOW often will it be reviewed?

HAVE practice leaders proactively remove organizational barriers to implementing effective communication procedures?

- Not started
- Just beginning
- Actively addressing
- Completed

WHAT stage is the practice at in adopting an effective communication policy?

- Not started
- Just beginning
- Actively addressing
- Completed

HOW often are patients provided the communication accommodations they request (best estimate)?

- Never
- Up to 25% of the time
- 26-50% of the time
- 51-75% of the time
- 76% of the time or more

HOW soon are accommodations provided after a patient's request?

- Minutes:
- Hours:
- Days:
- Other: \_\_\_\_\_

When the requested accommodations are not provided or there are significant delays in providing them, what are the most common reasons?

- Lack of awareness
- Workflow barriers
- Staffing limitations
- Technology issues
- Budget constraints
- Other: \_\_\_\_\_

ARE there standardized protocols within the practice workflow to provide communication accommodations?

- Not started
- Just beginning
- Actively addressing
- Completed

IS the practice asking patients their preferred communication strategies and utilizing effective communication strategies?

- Not started
- Just beginning
- Actively addressing
- Completed

WHAT modifications have been made to the original implementation plan across your organization and at each site?

- When?
- Why?
- Who requested the modification? Who executed the modification?
- How has this improved implementation?