



Appendix 4.3

*Effective
Communication
Implementation
Planning*

The following plan will help guide your work in implementing effective communication into patient-facing interactions and written materials.

INSTRUCTIONS: Use this worksheet to guide your overall organizational/clinic plan for providing effective communication. For each of the questions below, complete all that may apply. Questions that are not applicable may be skipped. The following could serve as a practical worksheet or a thought exercise for your implementation team.

GOALS FOR THIS PLAN:

(*Example:* “We plan to focus on modifying our organization’s effective communication policy.”)

TEAM

WHO will be on the team to implement effective communication policies and the provision of communication auxiliary aids and services?

WHO will be on the team to monitor and evaluate implementation of effective communication policies and the provision of auxiliary aids and services?

WHO will coordinate the provision of auxiliary aids and services?

WHO will facilitate trainings for staff on your effective communication policies and procedures, including how to provide/use auxiliary aids and services?

WHAT other institutional partners will you need to engage?

POLICY WRITING

WHICH procedures in current effective communication policies will you keep in your new policy?

WHAT new effective communication procedures will you include in your policy?

WHO will review policy drafts? Who will ultimately approve your policy? Is this the same or different people?

HOW will you engage the disability community to incorporate patient and community perspectives in your policy? Select all that apply.

- Convene an advisory board of patients with disabilities
- Conduct patient experience surveys
- Review patient complaints about provider, staff, and organization communications
- Engage disability employee resource or affinity group
- Other: _____

COMMUNICATION AUXILIARY AIDS AND SERVICES (ACCOMMODATIONS)

WHAT effective communication aids and services will be available to patients across the entire organization?

WHAT effective communication aids and services will be available only to specific clinics? Which clinics?

HOW will staff be made aware of where auxiliary aids and services are housed and how to access them at the point of care, including after hours?

WHAT effective communication aids and services are already or will be listed in the electronic health record?

WHICH populations, if not all, could benefit from the effective communication aids and services you will be providing?

WHAT gaps in patients' needs will the aids and services address?

METHODS FOR IMPLEMENTING EFFECTIVE COMMUNICATION

Note: This step will likely be an involved process to map out your process for each point of communication.

HOW will patients be asked about their preferred communication strategies and need for accommodation(s)? When?

HOW will caregivers be asked about their own preferred communication strategies and need for accommodation(s)? When?

HOW will communication needs and accommodation(s) be communicated across visits, care teams, and transitions of care?

WHAT is the workflow for implementing effective communication procedures and/or providing auxiliary aids and services, including who, what, and when?

WHAT is the workflow for maintaining effective communication procedures in each setting, including who, what, and when?

WHAT is the escalation pathway if requested accommodation(s) cannot be provided in real time?

WHO designs and updates workflows? (See Appendix 0.6: *Project Planning* in the General Resources Chapter for Workflow examples.)

Materials and Resources

- Appendix 4.12: Effective Communication Process Map

TRAINING AND BUY-IN

HOW will you inform staff and clinicians that your organization is prioritizing effective communication?

- Newsletters
- Presentations at staff meetings
- Email announcements
- Other: _____

HOW will you increase buy-in with clinicians and staff for utilizing effective communication?

- Training
- Kudos
- Other: _____

WHAT tools will you use to promote utilizing effective communication?

- EHR tools (e.g., hard stop or yield signs in)
- Email reminders



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- Reminders at staff meetings
- Other: _____

HOW will you train staff and clinicians on your effective communication policy and procedures, and what communication accommodations are available?

HOW will you train staff and clinicians on what auxiliary aids and services are available?

HOW will you train staff and clinicians on how to provide and/or use auxiliary aids and services? How will this differ depending on the aid or service?

HOW will you train staff and clinicians on how to use effective communication strategies?

WHERE will training materials be located?

- Internal website
- Other: _____

HOW often will you provide effective communication training?

- New employee onboarding
- Annually
- Semi-annually
- Other: _____

WHICH roles will be trained in effective communication strategies or to assist with auxiliary aids and services (all staff, clinicians, medical assistants, reception, etc.)?

HOW will you inform patients of your effective communication policies? Choose one or more.

- Notice by placards/flyers at front desk, waiting room, exam rooms
- Communication during appointment scheduling
- Medical staff will communicate during visit
- Other: _____

EQUITY AND QUALITY

HOW will you ensure that the process of asking patients' preferred communication methods and does not reinforce stigma and discrimination?

- Training staff and clinicians
- Monitor patient complaints
- Other: _____

HOW will you integrate effective communication into your quality and safety priorities and initiatives?

PLANNING FOR IMPLEMENTATION AND EVALUATION

WHAT is your timeline for implementing an effective communication policy, procedures, and providing auxiliary aids and services?

HOW will you monitor staff and clinician progress to follow effective communication procedures?

HOW will you monitor staff and clinician progress to use requested communication strategies?

HOW will you monitor progress in providing requested accommodations?

WHAT process will you use to ensure that staff and clinicians use requested communication strategies and provide requested accommodations (if different than process listed above)?

HOW will you elicit patient feedback on your delivery of effective communication?

HOW often will you monitor your progress?

HOW will you monitor whether your processes align with federal, state, accreditation, etc. standards?

- Work with your organization's Disability Coordinator
- Work with your compliance office
- Other: _____

HOW will you continue to engage leadership support in this work?

- Regular reporting of data
- Highlight positive patient stories
- Other: _____

RESOURCES

WHAT resources will you need? Select all that apply.

- Patient-facing education materials (FAQ pages, policy statements, signs, etc.)
- Training materials
- Scripts
- Communication toolkits
- Other: _____

WHERE will you identify resources needed?

- Within your clinic/department
 - Team meetings
- Other departments/clinics
- External to your organization
- Other: _____

WHAT central resources (e.g., lists of accommodations, tip sheets, etc.) are available for effective communication?