Change Communication Strategies

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Speaker Disclaimer

• Joanelle Adajar
  – Does not have any financial conflicts to disclose.
  – Are not promoting any product, though device & software vendors will be mentioned.

• This presentation is not meant to offer medical, legal, accounting, regulatory compliance, reimbursement advice, and is not intended to establish a standard of care.
Objectives

• Understand two approaches for communicating change to staff and physicians at Kaiser Permanente

• Identify strategies for project related communication at Kaiser Permanente
Mission

• Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Vision

• We are trusted partners in total health, collaborating with people to help them thrive and creating communities that are among the healthiest in the nation.
Kaiser Permanente Promise & Values

Kaiser Permanente Promise
Our vision is to consistently provide high quality, affordable health care in an easy and convenient manner with a personal touch.

SELECTED VALUES
- Accountability
- Flexibility
- Innovation
- Integrity
- Partnership
- Diversity
- Quality
- Service
- Results

QUEST
Kaiser Permanente Orange County
Organization Overview

7 Regions:
- Northern California
- Southern California
- Colorado
- Mid Atlantic
- Georgia
- Northwest
- Hawaii
Communication Strategies: Multi-Level

• Local Medical Center Informatics Councils
  – Front Line Staff: Facility Content Experts

• Regional Domain Groups
  – Local Medical Center Front Line Representatives
    • Multidisciplinary Groups
  – Clinical Informatics Specialist (RN)
  – Advisory Group on Clinical Systems (AGCS)
    • Physicians & Clinical Informatics Specialists
    • Ambulatory & Inpatient
    • Led by Medical Chief Informatics Officer
Communication Strategies

- Inter-Regional Domain Group
  - Specialty Domain Leaders

- National Governance Group
  - Inter-Regional Nursing Governance Group (INGG)
Communication Tactics

• Peer Groups
  – Support Organization Policy & Change Implementation

• Long Term Support
  – Rounding at Local Medical Center to socialize enhancements & changes

• Facility Content Experts
Communication Tools

• Education & Training:
  ▪ MyHelp
  ▪ Key Messages
    ▪ Videos & Job Aid
  ▪ KPLearn
  ▪ Classroom
For Med Surg, ICU, IP Psych Nursing

Module 1 Patient Plan for MS, ICU and Psych Care Areas (05:34)
[Video Inpatient Sep 2016] Provides introduction to the Patient Plan Upgrade. Provides details related to the SKKIN, TEAM and VAP bundles including new Flowsheet rows. For Inpatient nurses.
Author: SSD Training   Updated:09/29/2016

KAISER PERMANENTE
HEALTHCONNECT

Inpatient keyMessage

Effective: November 1, 2016
Those Affected Include: Inpatient Nurses in Med Surg/Tele, DOU/SDU, ICU, and IP Psychiatry

Row and Group Updates to Flowsheets for Care Plan Upgrade
We updated MedSurg/ICU Flowsheet groups and rows that appear on the Shift Assessments associated with the Care Plan upgrade.

Key Points:
- The rows appear on the Flowsheets in three ways:
  - When Care Plan Templates are applied.
  - Rows that are part of the Shift Assessment always display regardless of the Care Plan applied.
  - Rows cascade in, depending on the documentation.
EHR Integration
Successful Change…

- Oversight Strategy
- Multi-Level approach
- Clear tactics
- Multidisciplinary Collaboration
- Spread & Sustain
To IMPROVE is to CHANGE;

To be PERFECT is to CHANGE OFTEN

- Winston Churchill

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