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

Kaiser Permanente Mission & Vision

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

QUEST
Deliver the Finest Healthcare in the World
KAISER PERMANENTE.   ORANGE COUNTY

HOW WE WORK
- ACCOUNTABILITY
- FLEXIBILITY
- INNOVATION

HOW WE RELATE TO EACH OTHER
- INTEGRITY
- PARTNERSHIP
- DIVERSITY

HOW WE DEFINE SUCCESS
- QUALITY
- SERVICE
- RESULTS

Our 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.

KAISER PERMANENTE.
Southern California Region

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

Communication Tools: MyHelp

▼ For Med Surg, ICU, IP Psych Nursing

TOPIC	Read	Watch	Do	Add
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		📺		➕

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KAISER PERMANENTE
HEALTH CONNECT™

Inpatient
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Effective: November 1, 2016
Those Affected Include: Inpatient Nurses in Med Surg/Tele, DOU/SDU, ICU, and IP Psychiatry
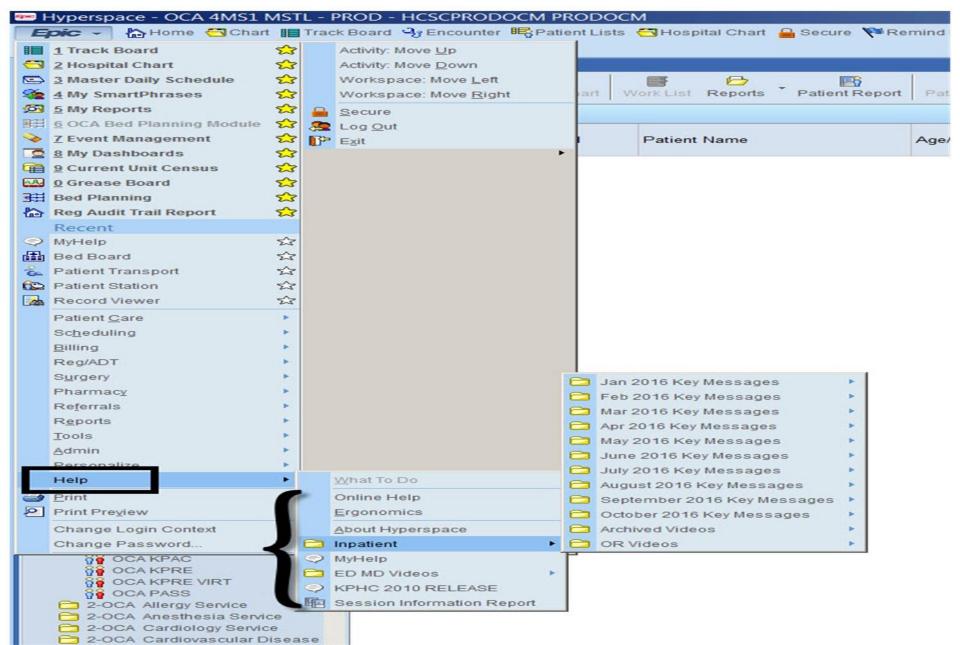
Row and Group Updates to Flowsheets for Care Plan Upgrade

We updated MedSurg/ICU Flowsheet groups and rows that appear on the Shift Assessments associated with the Care Plan upgrade.
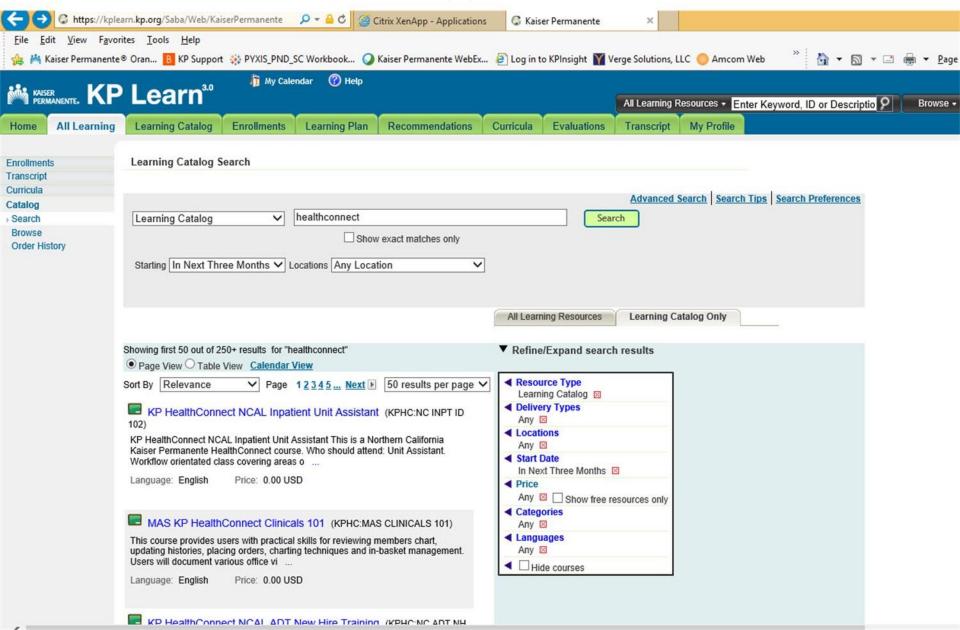
Key Points:
- The rows appear on the Flowsheets in three ways:
  - ➤ When Care Plan Templates are applied.
  - ➤ Rows that are part of the Shift Assessment always display regardless of the Care Plan applied.
  - ➤ Rows cascade in, depending on the documentation.

EHR Integration

Communication Tool:
KP Learn

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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