



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



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



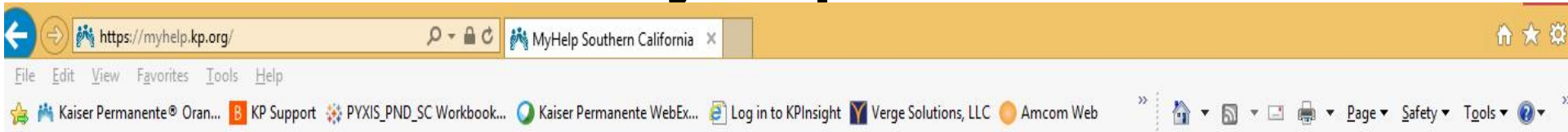
- **Peer Groups**
 - Support Organization Policy & Change Implementation
- **Long Term Support**
 - Rounding at Local Medical Center to socialize enhancements & changes
- **Facility Content Experts**

Communication Tools



- **Education & Training:**
 - MyHelp
 - Key Messages
 - Videos & Job Aid
 - KPLearn
 - Classroom

Communication Tools: MyHelp



better.
faster.
smarter.

Southern California

Mid Atlantic

North West

Colorado

Hawaii

Northern California

Georgia

Ohio

HOME

USING THIS SITE



LOGIN

NUID:

Password:

LOG IN

[Forgot your password?](#)

[New? Register now](#)

KPHC ACCESS & QUARTERLY REVIEW

[1st Qtr 2017 Review](#)

[View Reviewer Access](#)

[View Staff Reviewers](#)

[KPHC Access Requests](#)

USEFUL LINKS

[MedicalCenter Sites](#)

[Clinician Resources](#)

[KP Websites](#)

[Enhancement Tracking](#)

[Release Schedule](#)

Search for Learning Tools

Use topic, sub-topic, keyword or [advanced search](#).

Topic:

Subtopic:

Enter Keyword or Document ID:

GO

[Clear search terms](#)

ALL ANY EXACT





Special Features

[Evaluate Dx Update](#)

[MAR Video Training](#)

▼ 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
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

The screenshot displays the Epic Hyperspace interface for user OCA 4MS1 MSTL in the PROD environment. The top navigation bar includes icons for Home, Chart, Track Board, Encounter, Patient Lists, Hospital Chart, Secure, and Remind. The left sidebar contains a list of application modules, with the 'Help' module highlighted by a black box. A context menu is open over the 'Help' module, showing options such as 'What To Do', 'Online Help', 'Ergonomics', and 'About Hyperspace'. A sub-menu is also open, listing 'Inpatient' (highlighted), 'MyHelp', 'ED MD Videos', 'KPHC 2010 RELEASE', and 'Session Information Report'. A large black curly bracket is drawn on the screen, grouping the 'Inpatient' sub-menu and the 'OCA K...' service list at the bottom. The background shows a patient report table with columns for 'Patient Name' and 'Age'.

Navigation Bar: Home, Chart, Track Board, Encounter, Patient Lists, Hospital Chart, Secure, Remind

Left Sidebar (Application Modules):

- 1 Track Board
- 2 Hospital Chart
- 3 Master Daily Schedule
- 4 My SmartPhrases
- 5 My Reports
- 6 OCA Bed Planning Module
- 7 Event Management
- 8 My Dashboards
- 9 Current Unit Census
- 0 Grease Board
- Bed Planning
- Reg Audit Trail Report
- Recent
- MyHelp
- Bed Board
- Patient Transport
- Patient Station
- Record Viewer
- Patient Care
- Scheduling
- Billing
- Reg/ADT
- Surgery
- Pharmacy
- Referrals
- Reports
- Tools
- Admin
- Personalize
- Help**
- Print
- Print Preview
- Change Login Context
- Change Password...

Context Menu (over Help):

- Activity: Move Up
- Activity: Move Down
- Workspace: Move Left
- Workspace: Move Right
- Secure
- Log Out
- Exit
- What To Do
- Online Help
- Ergonomics
- About Hyperspace
- Inpatient**
- MyHelp
- ED MD Videos
- KPHC 2010 RELEASE
- Session Information Report

Sub-menu (over Inpatient):

- Jan 2016 Key Messages
- Feb 2016 Key Messages
- Mar 2016 Key Messages
- Apr 2016 Key Messages
- May 2016 Key Messages
- June 2016 Key Messages
- July 2016 Key Messages
- August 2016 Key Messages
- September 2016 Key Messages
- October 2016 Key Messages
- Archived Videos
- OR Videos

Bottom List (OCA Services):

- OCA KPAC
- OCA KPRE
- OCA KPRE VIRT
- OCA PASS
- 2-OCA Allergy Service
- 2-OCA Anesthesia Service
- 2-OCA Cardiology Service
- 2-OCA Cardiovascular Disease

Background Table:

Patient Name	Age

Communication Tool: KP Learn

The screenshot displays the KP Learn 3.0 Learning Catalog Search interface. At the top, there is a navigation bar with the KP Learn logo and various menu items like Home, All Learning, Learning Catalog, Enrollments, Learning Plan, Recommendations, Curricula, Evaluations, Transcript, and My Profile. A search bar is present with the text "All Learning Resources" and "Enter Keyword, ID or Description".

The main content area is titled "Learning Catalog Search" and includes a search form with the following elements:

- Learning Catalog dropdown menu
- Search input field containing "healthconnect"
- Search button
- Show exact matches only
- Starting dropdown menu set to "In Next Three Months"
- Locations dropdown menu set to "Any Location"

Below the search form, there are tabs for "All Learning Resources" and "Learning Catalog Only". The search results section shows "Showing first 50 out of 250+ results for 'healthconnect'" and offers view options: Page View (selected), Table View, and Calendar View. The results are sorted by Relevance and displayed 50 results per page.

The search results list includes:

- KP HealthConnect NCAL Inpatient Unit Assistant (KPHC:NC INPT ID 102)**
KP HealthConnect NCAL Inpatient Unit Assistant This is a Northern California Kaiser Permanente HealthConnect course. Who should attend: Unit Assistant. Workflow orientated class covering areas o ...
Language: English Price: 0.00 USD
- MAS KP HealthConnect Clinicals 101 (KPHC:MAS CLINICALS 101)**
This course provides users with practical skills for reviewing members chart, updating histories, placing orders, charting techniques and in-basket management. Users will document various office vi ...
Language: English Price: 0.00 USD
- KP HealthConnect NCAL ADT New Hire Training (KPHC:NC ADT NH**

A sidebar on the right side of the page, titled "Refine/Expand search results", contains several filter categories:

- Resource Type**: Learning Catalog
- Delivery Types**: Any
- Locations**: Any
- Start Date**: In Next Three Months
- Price**: Any, Show free resources only
- Categories**: Any
- Languages**: Any
- Hide courses

On the left side, there is a vertical navigation menu with options: Enrollments, Transcript, Curricula, Catalog, Search, Browse, and Order History.

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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