

Healthcare Scheduling Project

Communication Plan and Guidelines

The plan identifies audiences, information to communicate, and communication methods to use. This plan also includes guidelines to facilitate effective communication between all project audiences.

Project Audiences

The scheduling project has five main audiences:

The Project team includes the stakeholders and all people assigned to work on the project.

Management stakeholders are the hospital management team.

Hospital employees represent all employees.

The Vendor is the project contact from the vendor working on the project.

Funding includes contacts for government grants and other donors who are funding the project.

Project Information

There are six categories of information:

Approval information represents anything that requires stakeholder approval: plans, documents, change requests, budget requests, project deliverables, and so on.

Stakeholder project status summarizes completed milestones, major accomplishments, current schedule and budget performance, and issues or risks that have occurred.

Team project status includes recently completed work packages, in progress work status, team accomplishments, issues that need resolution, and lessons learned.

Project reference represents all project documents and document-based deliverables.

Promotion represents hospital-wide updates about the project.

Grant status includes information required by the government grants and other funding sources.

Communication Methods

The project will use six methods of communication:

Messages via the collaboration system are the preferred method for sending information for people to act on, whether to approve documents or begin work on assignments.

Email is another method for sending information to act on if the audience doesn't have access to the collaboration system.

The Telephone is another method for requesting action.

Meetings will be kept to a minimum. Meetings may be face-to-face or online.

The collaboration system acts as the repository for project reference information.

The Communication Matrix

The communication matrix shows how we plan to communicate information to the project audiences. The matrix also includes the frequency of communication for different types of information and the method of communication.

Audience	Information	Method	Frequency	Who Is Responsible
Project team	Team project status	Coll. message	Weekly	Team leads
Project team	Collaboration	Coll. message	As required	Team leads
Project team	Collaboration	Meeting	Every other week	Project manager
Management stakeholders	Approval	Coll. Message/phone	As required	Project manager
Management stakeholders	Stakeholder project status	Meeting	Monthly	Project manager
Vendor	Team project status	Email	Weekly	Project manager
Vendor	Collaboration	Email/web meeting	As required	Project manager
Hospital employees	Promotion	Email or coll. message	Weekly	Project sponsor
Funding	Grant status	Email	As required by donor	Project sponsor

Communication Guidelines

All communication

- Include requests and key info at the beginning of communication.
- Communicate only information that is relevant to the audience.
- Avoid technical jargon.

Interactive (face to face, telephone, web meetings)

- Listen when others are talking.
- Paraphrase what you hear to indicate your understanding.
- Pay attention to body language.

Email/ collaboration system messages

- Include requests in the subject line.
- Proofread messages for clarity, spelling, and grammar.
- If necessary, confirm that the recipient received the message.