

Quality Improvement Basics

Communication Basics

StratisHealth

0

Objectives

After completing this module, participants will be able to

- Identify the 5 standards of effective communication
- Describe how to use a communication plan



1

StratisHealth

1



Communication

The process by which information is exchanged between individuals, departments, or organizations.



Resource: Team STEPPS <https://www.ahrq.gov/teamsteps-program/curriculum/communication/index.html>

2

StratisHealth

2



Communication Within the QI Team

- Invite questions and dialogue
- Meetings should not just be about reporting out
- Send materials in advance to prepare for meetings and discussions

3

StratisHealth

3



Achieving a Shared Mental Model

The perception of, understanding of, or knowledge about a situation or process that is shared among team members through communication.

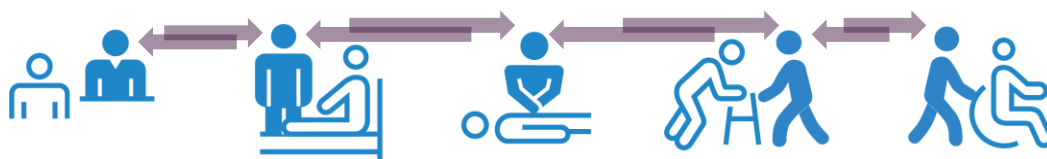
4

4



How Shared Mental Models Help Teams

- Keeps the team on the same page
- Synchronizes work
- Articulates the goal
- Enables better prediction and anticipation



5

5



Standards of Effective Communication

- Complete
 - Communicate all relevant information
- Clear
 - Convey information that is plainly understood
- Brief
 - Communicate the information in a concise manner
- Timely
 - Offer and request information in an appropriate timeframe
- Authentic
 - Validate information

6



6



Right Message, Right Audience

- Tailored for your audience
- Externally focused - make it about them
- Avoid jargon
- Support with key information

7



7



Communication Plan

- Regular communication with all partners
- Engages colleagues and partners during all phases of the project
- Sets expectations



Components of a Communication Plan

Key Message	To Whom	From Whom	Medium	When
<message to be delivered>	<to whom message is to be delivered>	<from whom message is to be delivered>	<how message will be delivered>	<when message will be delivered>

8

8

Sample Communication Plan



QI Communication Plan

Key Message	To Whom	Medium	From Whom	When	Date Completed

9

9



In Summary

Thank you for taking time to learn about:

- The 5 key characteristics of effective communication
- How and why using a communication plan is important in quality improvement work.

Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety and serves as a trusted expert in facilitating improvement for people and communities.

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$740,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official view of, nor an endorsement, by HRSA, HHS or the U.S. Government. (June 2023)