



Washington & Idaho
Regional Extension Center
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Communication Plan

Good communication during an EHR implementation is essential. Tailor this communication plan to best meet your practice's needs—thereby preventing re-work and enhancing overall team performance along the way.

What	Who/Target	Purpose	When/Frequency	Purpose
Initiation Meeting	All stakeholders (providers, staff, other care team members)	Gather information for initiating the project	Before project start date	In person meeting or conference call
Project Kick-Off	All stakeholders	Establish communicate plans and stakeholder roles/ responsibilities Encourage communication among stakeholders	At or near project start date	In person meeting or conference call
Status Reports	All stakeholders	Update stakeholders on progress of the project	Weekly or biweekly depending on project complexity	Distribute electronically via e-mail or post on shared drive
Team Meetings	Project team members (can be divided into sub team meetings if appropriate)	To review progress against project schedule, risks/issues, and high priority items	Weekly is recommended for entire team. Weekly or bi-weekly for sub-teams as appropriate	In person meeting or conference call
Project Change Committee	Project change committee members and project manager	Make decisions regarding project change requests	As needed	In person meeting or



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What	Who/Target	Purpose	When/Frequency	Purpose
Sponsor Meetings	Sponsors and project manager	Update Sponsor(s) on status and discuss critical issues	Regularly scheduled Recommended biweekly or monthly and also as needed when issues cannot be resolved or changes need to be made to Project Schedule	Meeting
Project Closeout Meeting	Sponsors, project team members,	Discuss lessons learned, what worked and what could have gone better Celebrate project accomplishments	End of project or end of major phase	Meeting/Report
Presentations to Special Interest Groups	External organizations	Network, build collaboration, and share knowledge	At project milestones to communicate with other interested parties or when requested	Presentation/Demonstration
Patient Communication	Patients and patient's family members/ care takers	Inform patients of changes	2-3 months prior to EHR go-live day; on go-live day and weeks following when documentation and clinic visits may be slow	Patient handouts, clinic