### Executive Summary

Improvements to communication, collaboration and sharing of best practices have been implemented. Elements of the CHCQ Internal Communication Plan have been implemented. Conducted follow-up employee satisfaction survey in 2018 with the following results: Communication with Peers (3.7 out of 5) and Communication with Management (3.2) remain unchanged since baseline survey in 2016.

### Actions, Deliverables, Achievements

- CHCQ hired a stakeholder liaison/communications specialist in July 2015.
- Created a statewide, district office Topics and Issues Council.
- Began publication of an internal CHCQ quarterly newsletter in October 2015.
- Established twice-yearly CHCQ all-staff meetings.
- Established new e-mail distribution list naming convention using CHCQ as division identifier and implemented updated home groups (org chart based), along with manager and project groups.
- Beginning 2016, established annual visits by the Deputy Director and Assistant Deputy Director to every district office.
- Conducted survey for all CHCQ staff regarding communications.
- CHCQ formed workgroups to develop a CHCQ-wide communication plan. The communication plan is under review by CHCQ leadership.

### Status

CHCQ communication plan is partially implemented or in various stages of implementation. Plan to transition ongoing goals, objectives and efforts to Process Improvement Project teams.

### Planned Follow Up & Monitoring

- Continue to assess and implement CHCQ communication needs.
- Measure employee satisfaction with communication with the periodic employee retention survey.
- Transition efforts to the PIP team.

### References

CHCQ Internal Communication Plan