



## Center for Health Care Quality (CHCQ)

### Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leaders	Team Members
<b>17. Improve Communication, Collaboration, and Sharing of Best Practices</b> Date Completed March 21, 2019	A Comprehensive communication plan has been implemented for the L&C Program as a whole for each of the recommendations in this report. In addition, the Program should demonstrate measurable improvement in employee satisfaction with internal communication, collaboration, and sharing of best practices (e.g., those described in the Assessment and Gap Analysis report).	Chelsea Driscoll Eric Morikawa	Karen Jacoby Andrea Barandas Leslie Fullerton Edgar Martinez Emily Rice
<b>Executive Summary</b>			
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	<ul style="list-style-type: none"> <li>CHCQ hired a stakeholder liaison/communications specialist in July 2015.</li> <li>Created a statewide, district office Topics and Issues Council.</li> <li>Began publication of an internal CHCQ quarterly newsletter in October 2015.</li> <li>Established twice-yearly CHCQ all-staff meetings.</li> <li>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.</li> <li>Beginning 2016, established annual visits by the Deputy Director and Assistant Deputy Director to every district office.</li> <li>Conducted survey for all CHCQ staff regarding communications.</li> <li>CHCQ formed workgroups to develop a CHCQ-wide communication plan. The communication plan is under review by CHCQ leadership.</li> </ul>		
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	<ul style="list-style-type: none"> <li>Continue to assess and implement CHCQ communication needs.</li> <li>Measure employee satisfaction with communication with the periodic employee retention survey.</li> <li>Transition efforts to the PIP team.</li> </ul>		
References	CHCQ Internal Communication Plan		