



QUALITY IMPROVEMENT COUNCIL
COMMUNICATIONS MANAGEMENT PLAN

Version *1.2*
09/25/2017

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	<i>Felicia Bridges</i>	<i>3/6/2017</i>			
1.1	Felicia Bridges	3/28/17	QI Council	3/28/17	Add to Vehicles
1.2	Curt Martin	9/25/17	QI Council	9/27/17	Add QI Council email list

UP Template Version: 11/30/06

TABLE OF CONTENTS

1 INTRODUCTION	4
1.1 Purpose of Communications Management Plan	4
2 STAKEHOLDER IDENTIFICATION AND ANALYSIS	4
3 COMMUNICATIONS VEHICLES	4
3.1 Communications Matrix	4
3.1.1 Project Meetings	5
3.1.2 Project Reporting	5
3.1.3 Other Communication Vehicles.....	5
APPENDIX A: REFERENCES.....	6
APPENDIX B: KEY TERMS	ERROR! BOOKMARK NOT DEFINED.

1 INTRODUCTION

1.1 PURPOSE OF COMMUNICATIONS MANAGEMENT PLAN

The overall objective of a Communications Management Plan is to promote the success of a quality improvement efforts within the Division of Public Health by meeting the information needs of project stakeholders. The Quality Improvement Council Communications Management Plan (CMP) defines the project’s structure and methods of information collection, screening, formatting, and distribution and outline understanding among project teams regarding the actions and processes necessary to facilitate the critical links among people, ideas, and information that are necessary for project success.

The intended audience of the Quality Improvement Council CMP is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out communication plans.

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Name	Title	Contact	Communication	Vehicle	Comments
Danny Staley	DPH Division Director	919-707-5000 Danny.Staley@dhhs.nc.gov	Status Reports and Presentations	Email and Meetings	
DMT		DHHS.dph.section.chiefs dph.section.chiefs@lists.ncmail.net	Status Reports and Presentations	Email and Meetings	
PHMT		DHHS.public.health.mgt.team public.health.mgt.team@lists.ncmail.net	Status Reports and Presentations	Email and Meetings	
DPH Staff		DHHS.DPH.Statewide DPH.Statewide@lists.ncmail.net	TBD	Email	
QI Council		DPH.QI.Council DPH.QI.Council@lists.ncmail.net	Status Reports, Meetings, and presentations	Email, meetings	

3 COMMUNICATIONS VEHICLES

3.1 COMMUNICATIONS MATRIX

Vehicle	Target	Description Purpose	Frequency	Owner	Distribution Vehicle	Internal/ External	Comments
Status Report	PHMT	One page communication of QI progress	TBD	QI Council	Email	External	
Presentations	PHMT	Live presentation on QI Activities and Progress	As Needed	QI Council	Meeting	External	
TBD							

3.1.1 QI Council Meetings

Meeting	Description Purpose	Frequency	Owner	Internal/ External	Comments/ Participants
QI Council	Review status of QI with the team	Monthly	QI Council	Internal	QI Council Members
Sub-committee or workgroup meetings	Work on specific projects or goals related to QI	As needed	QI Council	Internal	Members of individual sub-committee or workgroup

3.1.2 QI Reporting

Meeting	Description Purpose	Frequency	Owner	Internal/ External	Comments/ Distribution List
Status Report	Communication of QI Progress	Quarterly	QI Council	External	

3.1.3 Other Communication Vehicles

Vehicle	Description Purpose	Frequency	Owner	Internal/ External	Comments/ Distribution List
QI Council Meeting Agenda	Schedule of items of business for monthly meeting	3 days prior to meeting	Curt Martin (QI Council Chair)	Internal	
QI Monthly Meeting Minutes	Reporting on outcome of meeting	1 week following meeting	Volunteer from the QI Council	Internal	
Poster Displays	Posters that promote public health awareness	As needed	QI Council Reps	Internal	
Video Monitors	Provide public health information	Ongoing	Curt Martin	Internal	

APPENDIX A: QI Council Membership

The following table summarizes the documents referenced in this document.

Name	Section	Term Ending
<i>Curt Martin</i>	<i>ALCS</i>	
<i>Jeneen Preciose</i>	<i>ALCS</i>	
<i>Eleanor Howell</i>	<i>SCHS</i>	
<i>Larry Michael</i>	<i>Environmental Health</i>	
<i>Mike Tencza</i>	<i>Oral Health</i>	
<i>Felicia Bridges</i>	<i>HR</i>	
<i>Karen Sanderson</i>	<i>SLPH</i>	
<i>Joyce Swetlick</i>	<i>CDI</i>	
<i>Audrey Loper</i>	<i>WCH</i>	
<i>Mac Kemer</i>	<i>EPI</i>	
<i>Cornell Wright</i>	<i>OMHHD</i>	
<i>Susan Little</i>	<i>ALCS</i>	
<i>Jana Busick</i>	<i>DHHS</i>	
<i>Marcia Fort</i>	<i>WCH</i>	