

# IMPLEMENTATION TIMELINE

## Nine Months Before Implementation: AWARENESS

- ☐ Draft a letter from the CEO or governance board and disseminate widely among hospital employees and key external stakeholders.
- ☐ Include an announcement in the employee newsletter.
- ☐ Recognize any employees or committees that will help implement the plain-language codes.
- ☐ Announce a “go-live” date.

## Eight Months Before Implementation: ESTABLISH COMMITTEE

- ☐ Authorize a committee to review and update all policies.
- ☐ Authorize a committee to review and update all hospital materials.
- ☐ Authorize a committee or individuals to update the hospital emergency operations plan.
- ☐ Authorize a committee or individuals to update all code cards, flip charts, posters or other emergency management tools.
- ☐ Authorize a committee or individuals to update all telecommunication scripts, algorithms and materials.
- ☐ Develop a formal education plan for all employees.
- ☐ Identify “train-the-trainers” to serve as educators and champions, announce the trainers’ names to hospital employees and schedule the trainer training.
- ☐ Establish and promote mechanisms for broad-based, frequent organizational communication, which may include the following:
  - ☐ Periodic staff emails
  - ☐ Periodic newsletter articles providing updates and progress
  - ☐ Develop posters, flyers and/or other materials that include the “go-live” dates

### Seven Months Before Implementation: DEVELOP TRAINING

- ☐ Conduct train-the-trainer competency-based training.
- ☐ Finalize education plan.
- ☐ Develop draft education materials; do not mass-produce.
- ☐ Provide update to hospital governance board, leadership team and key external stakeholders.

### Six Months Before Implementation: FINALIZE POLICY AND TESTING

- ☐ Begin pilot-testing hospital employee training.
- ☐ Revise training plan and materials based on pilot testing.
- ☐ Schedule organization-wide training sessions.
- ☐ Finalize and produce education materials.
- ☐ Finalize policies.

### Five Months Before Implementation: TRAINING DISSEMINATION

- ☐ Begin organization-wide training.
- ☐ Disseminate all materials to each hospital department.
- ☐ Disseminate all revised policies.
- ☐ Begin to disseminate posters, flyers and other awareness materials.
- ☐ Consider a challenge between hospital departments to complete training requirements.

#### Four Months Before Implementation: UPDATES

- ☐ Provide an update in the employee newsletter on the progress, include the “go-live” date.
- ☐ Continue with competency-based education.
- ☐ Continue to disseminate posters, flyers and other awareness materials.
- ☐ Update hospital governance and key external stakeholders as appropriate.

#### Three Months Before Implementation: FINALIZE

- ☐ Continue organization-wide training.
- ☐ Continue communication through posters, newsletters, staff meetings and other forums as appropriate.

#### Two Months Before Implementation: REINFORCE

- ☐ Complete organization-wide training.
- ☐ Continue communication through posters, newsletters, staff meetings and other forums as appropriate.
- ☐ Ensure updated policies are available for all hospital employees.
- ☐ Ensure the emergency operations plan has been updated and formally adopted.
- ☐ Ensure all emergency management tools and resources have been updated.
- ☐ Ensure all telecommunication scripts, algorithms and materials have been updated.
- ☐ Ensure public safety partners (fire, police, EMS) are aware of the new policies, codes and “go-live” date.

#### One Month Before Implementation: PREPARE FOR GO-LIVE DATE

- ☐ Begin a daily or weekly countdown until the “go-live” date.
- ☐ Develop a mechanism to ensure clarification of any questions.
- ☐ Ensure all department managers are ready to implement the new codes.
- ☐ Provide broad, community-wide articles to educate the public on this change.
- ☐ Display awareness materials with the “go-live” date throughout the organization.
- ☐ Ensure trainers are available to answer questions.
- ☐ Communicate readiness to hospital governance and leadership team.
- ☐ Recognize employees and committees for their work to ensure a successful implementation.

#### One Month After Implementation: INITIAL EVALUATION

- ☐ Congratulate and recognize employees and committees for leading a successful implementation.
- ☐ Congratulate and recognize all employees for a successful implementation.
- ☐ Assess adoption of plain-language codes in staff meeting, education sessions and leadership team meetings.
- ☐ Conduct department drills to assess adoption during the first five months.

#### Six Months After Implementation: EVALUATION

- ☐ Conduct an organization drill to assess adoption six months post-implementation.