

# Our Communication Model...

## Chain of Command:

Staff reporting to highest management levels instead of to their direct supervisor.

- Redo organizational chart
- Complete the new team model and communicate it
- Reminders from managers who are asked questions that should be asked of others.

## Messaging:

Problems receiving and leaving messages to other staff and other offices.

- Mailboxes for ALL staff – NO STICKIES!
- Journal for RNs' desks
- WOCN referral forms
- Community computer email accounts

## Recognition:

Staff is not rewarded or recognized for good communication skills and attitudes.

- Reward Program
- Lapel pins/Posters
- Points redeemable for prizes

