

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.