

Productive Community Services

Releasing time to care™

<p>PRODUCTIVE COMMUNITY SERVICES: STRATEGIC POSITIONING SUMMARY SHEET 3 OVERALL COMMUNICATION MESSAGE</p>
<p>DATE:</p>
<p>ATTENDEES AT STRATEGIC POSITIONING WORKSHOP:</p>
<p>AUTHOR:</p>
<p>Benefits for staff <i>Engagement, empowerment, reduced stress, smoother workload, more time with patients, a more reliable service, less time wasted on administration, travel, ability to make decisions based of facts, patient satisfaction, ability to share issues and achievements within the organisation, and the ability to help each other out.</i> What are the important elements of your communication message?</p>
<p>Benefits for the patients and carers <i>Involving patients and carers in designing service improvements. More time from staff, better co-ordination of services, consistent improved quality of care, staff with the right information and equipment.</i> What are the important elements of your communication message?</p>
<p>Benefits for the organisation <i>A clearer dialogue between team leaders and the organisation, regular understanding of how things are going, a whole workforce focused on quality and productivity, assurance that the patient experience is being heard and used for improvement systematically.</i> What are the important elements of your communication message?</p>
<p>Benefits for the commissioner <i>Provide confidence that we are building continuous improvement capability, key insights into how well services are being delivered</i> What are the important elements of your communication message?</p>