

Communication & Information Flow

Coordinated Systems for Effective Organizational Communication

Intensives Library · Communication & Connection

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Part 1 · Overview

Communication & Information Flow

Information is the lifeblood of coordinated care. When communication channels are unclear, information gets siloed, delayed, or distorted — creating gaps in client care, team alignment, and organizational effectiveness. This intensive assesses and improves the systematic flow of information across your team and organization.

Flow Dimensions Assessed

Interdepartmental coordination

Feedback channel effectiveness

Documentation consistency

Meeting information density

Upward & downward communication

Crisis communication protocols

Part 2 · Slides

Communication & Information Flow

Building Systems for Coordinated Care

Introduction

Communication & Information Flow

The Foundation of Coordinated Care

Effective communication and information flow systems enable coordinated, high-quality patient care. This framework assesses five critical dimensions of organizational communication.

Interdepartmental information flow

Outcome feedback systems

Protocol and authority communication

Documentation systems efficiency

Appeals and questions processes

Dimension 1: Interdepartmental Flow

Breaking Down Silos

Seamless Information Across Departments

Integrated systems and collaborative culture enable real-time information sharing across departments, supporting coordinated patient care and reducing errors.

Integrated electronic health records accessible in real-time

Appropriate access levels for all staff

Regular interdisciplinary meetings with consistent attendance

Open dialogue and collaborative relationships

Proactive information sharing culture

Communication barriers addressed promptly

Dimension 2: Outcome Feedback

Learning from Results

Closing the Decision-Outcome Loop

Effective feedback systems track outcomes and inform decision-makers about results, enabling continuous improvement and evidence-based practice.

Established systems for tracking outcome data

Decision-makers receive regular outcome reports

Feedback loops for immediate and long-term outcomes

Outcome data influences future decisions

Staff understand how to interpret feedback

Trends analyzed to inform improvements

Dimension 3: Protocol Communication

Managing Change Effectively

Clear Communication of Updates

Changes in protocols or authority structures require systematic communication to ensure all staff receive, understand, and implement updates correctly.

Changes communicated through multiple channels

Staff confirm receipt and understanding

Training provided when protocols change

Changes documented in accessible locations

Implementation monitored effectively

Understanding verified through assessment

Dimension 4: Documentation Systems

Supporting Rather Than Impeding Care

Efficient, Accessible Documentation

Documentation systems should balance thorough record-keeping with practical efficiency, supporting clinical work rather than creating barriers.

User-friendly documentation systems

Clinically relevant requirements

Templates facilitate efficient recording

Timely completion possible

Reduced redundant work

Easy information retrieval when needed

Dimension 5: Appeals Process

Supporting Constructive Questioning

Safe Channels for Concerns

Clear appeal processes and supportive culture enable appropriate questioning of decisions, improving decision quality and building trust.

Clear appeal processes documented

Staff know how to question decisions respectfully

Appeals receive timely consideration

Multiple channels for raising concerns

Staff feel safe questioning decisions

Concerns treated respectfully without retaliation

Scoring Interpretation

Understanding Your Results

From Assessment to Action

Scores indicate communication system effectiveness and guide improvement priorities across the five dimensions.

0-25: Critical need for improvement requiring urgent action

26-50: Needs significant development with focused initiatives

51-75: Meets basic requirements with opportunities

76-100: Excellent performance worthy of maintenance

Application

Building Better Communication Systems

Strategic Improvement Pathways

Effective communication systems require ongoing attention, investment in technology and training, and commitment to cultural change.

- Invest in integrated technology platforms
- Develop clear communication protocols
- Train staff on systems and expectations
- Monitor effectiveness through regular assessment
- Address barriers promptly when identified
- Celebrate improvements and successes

Part 3 · Mind Map

Communication Flow Mind Map

Visualizing Your Communication Systems

Map out the current state of information flow in your organization to identify bottlenecks and opportunities for improvement.

Interdepartmental Flow

Breaking down silos

Electronic Integration

How integrated are our electronic systems?

Examples: Shared EHR; Real-time updates; Access levels

Your analysis...

Meeting Structure

How effective are interdisciplinary meetings?

Examples: Attendance; Agenda; Follow-up

Your analysis...

Collaborative Culture

What is the quality of cross-department collaboration?

Examples: Trust; Shared goals; Open dialogue

Your analysis...

Outcome Feedback

Learning from results

Data Collection

How do we collect outcome data?

Examples: Surveys; Clinical metrics; Retention rates

Your analysis...

Feedback Loops

How does data reach decision-makers?

Examples: Reports; Dashboards; Meetings

Your analysis...

Actionable Insights

How is data used to improve practice?

Examples: Policy changes; Training; Resource allocation

Your analysis...

Protocol Communication

Managing change effectively

Dissemination Channels

How are changes announced?

Examples: Email; Staff meetings; Intranet

Your analysis...

Understanding Checks

How do we verify staff understanding?

Examples: Quizzes; Sign-offs; Observation

Your analysis...

Training Support

What training accompanies changes?

Examples: Workshops; Job aids; Mentoring

Your analysis...

Documentation Systems

Supporting efficient care

Usability

How user-friendly are our systems?

Examples: Navigation; Speed; Intuitive design

Your analysis...

Relevance

Is required documentation clinically relevant?

Examples: Compliance vs. care; Redundancy

Your analysis...

Accessibility

Can info be found quickly when needed?

Examples: Search; Organization; Availability

Your analysis...

Appeals & Questions

Safe channels for concerns

Process Clarity

Is the appeals process clear to everyone?

Examples: Documented steps; Point of contact

Your analysis...

Psychological Safety

Do staff feel safe raising concerns?

Examples: No retaliation; Respectful response

Your analysis...

Responsiveness

Are concerns addressed in a timely way?

Examples: Turnaround time; Communication of outcome

Your analysis...

Action Planning

Priority Area 1

What is the most critical area to improve?

Priority Area 2

What is a second priority?

Immediate Next Steps

What will you do next week?

Part 4 · Assessment

Communication and Information Flow Assessment

Section 1: Interdepartmental Information FlowSection 1 of 5

Information Transfer Systems

1. Electronic systems effectively connect all departments

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

2. Information transfers occur without delays or barriers

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

3. Departments share updates in real-time when needed

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

4. Communication protocols are clearly defined between units

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

5. Staff know how to access information from other departments

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

Communication Culture

6. Departments collaborate effectively on patient care

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

7. Staff readily share information across department lines

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

8. Interdisciplinary meetings are productive and well-attended

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

9. Different departments understand each other's needs

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

10. Communication barriers between departments are addressed promptly

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

Section 2: Outcome Feedback SystemsSection 2 of 5

Feedback Mechanisms

11. Outcome data is consistently collected and analyzed

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

12. Decision-makers receive timely feedback on their choices

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

13. Feedback includes both positive and negative outcomes

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

14. Systems exist to track long-term impact of decisions

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

15. Feedback mechanisms are regularly evaluated and improved

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

Data Utilization

16. Outcome data influences future decision-making

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

17. Staff understand how to use feedback data effectively

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

18. Trends in outcomes are regularly analyzed

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

19. Feedback leads to concrete process improvements

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

20. Decision-makers can access historical outcome data

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

Section 3: Protocol and Authority CommunicationSection 3 of 5

Change Management

21. Changes are announced through multiple channels

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

22. Staff confirm receipt and understanding of changes

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

23. Training is provided when protocols change

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

24. Changes are documented in accessible locations

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

25. Implementation of changes is monitored effectively

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

Understanding Verification

26. Staff demonstrate understanding of protocol changes

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

27. Compliance with new procedures is monitored

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

28. Questions about changes are addressed promptly

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

29. Updates are reinforced through ongoing training

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

30. Understanding is verified through practical assessment

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

Section 4: Documentation SystemsSection 4 of 5

Documentation Efficiency

31. Documentation systems are user-friendly

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

32. Required documentation is clinically relevant

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

33. Templates and forms facilitate efficient recording

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

34. Documentation can be completed in a timely manner

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

35. Systems reduce rather than create redundant work

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

Information Accessibility

36. Required information is easily retrievable

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

37. Search functions are effective and efficient

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

38. Documentation is organized logically

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

39. Systems support quick access to critical information

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

40. Historical records are readily available when needed

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

Section 5: Appeals and Questions ProcessSection 5 of 5

Appeal Mechanisms

41. Appeal processes are clearly documented

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

42. Staff know how to question decisions respectfully

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

43. Appeals receive timely consideration

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

44. Multiple channels exist for raising concerns

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

45. Appeal outcomes are communicated clearly

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

Supporting Culture

46. Staff feel comfortable questioning decisions

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

47. Concerns are treated respectfully

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

48. Questioning decisions doesn't lead to retaliation

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

49. Constructive feedback is encouraged

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

50. Leadership is open to reconsidering decisions

☐

Never

☐

Rarely

☐

Sometimes

☐

Often

☐

Always

Scoring guide

Exceptional Communication Systems

Score: 76 and above

Significant Improvement Needed

Score: 26 and above

Urgent System Redesign Required

Score: below the band above

Part 5 · Worksheet

Communication Flow Worksheet

Building Systems for Coordinated Care

This worksheet helps you analyze and improve the flow of information, feedback, and communication within your clinical team and organization.

Interdepartmental Information Flow

Where do you see the biggest bottlenecks in information sharing between departments?

How effectively do your current electronic systems connect different units?

What specific information is most often 'lost in translation' between teams?

How would you describe the culture of collaboration across department lines?

What is one change that would immediately improve interdepartmental communication?

Outcome Feedback Systems

How consistently do you receive data on the outcomes of your clinical decisions?

What mechanisms are in place to track long-term patient outcomes?

How does outcome data currently influence your team's decision-making?

What barriers prevent effective use of feedback data?

How could feedback loops be shortened to provide more immediate learning?

Protocol & Authority Communication

How are changes in protocols typically communicated to staff?

How do you verify that staff have understood and implemented new changes?

What happens when a protocol change is unclear or problematic?

How accessible is up-to-date information on current protocols?

How effective is the training provided when major changes occur?

Documentation & Appeals

In what ways does the documentation system support or impede clinical care?

How user-friendly are the current documentation templates?

How safe do staff feel questioning decisions or raising concerns?

What is the process for appealing a decision you disagree with?

How are constructive questions and concerns received by leadership?

Communication System Development Map

Track the evolution of your communication systems

Siloed to Integrated

"Departments worked in isolation"

Where we were

Past state...

Where we are now

Current state...

Where we're heading

Future goals...

Guesswork to Evidence-Based

"Decisions were made without outcome data"

Where we were

Past state...

Where we are now

Current state...

Where we're heading

Future goals...

Confusion to Clarity

"Protocol changes caused confusion"

Where we were

Past state...

Where we are now

Current state...

Where we're heading

Future goals...

Burden to Support

"Documentation was a barrier to care"

Where we were

Past state...

Where we are now

Current state...

Where we're heading

Future goals...

Silence to Voice

"Staff were afraid to question decisions"

Where we were

Past state...

Where we are now

Current state...

Where we're heading

Future goals...

Reactive to Proactive

"Communication happened only after errors"

Where we were

Past state...

Where we are now

Current state...

Where we're heading

Future goals...
