

Center Eng

	Start Date	Frequency
Steering Committee		
Kick- Off Meeting	2 mos prior	Weekly
CM Project updates	2 mos prior	
Monthly Meeting		
Center Managers/ Supervisors		
Manager Meeting - Monthly	6 wks prior	Monthly
Email communications		weekly x 4 2 wk
What staff will see that is different - by role. Wkly x 2		
Aligning Measures of Success - ongoing Review	2 wks prior	Monthly
Providers - MD/DO/NP/PA		
Grand Rounds	6 wks prior	Monthly x 6
Email & Printed communication	2 wks prior	weekly x 4
Message includes CM Goals - Measures of Success		
Center Communication		
Pilot updates via Managers to each role		
Communication re: transition of tasks - What does this look		
Center meetings	4 wks prior	Monthly
Posters for Center breakrooms - communal space		
PATIENTS		
Slow roll out		
Examples of communication for team to use for patients referred to CM		
Brochure for patients who are referred to CM		Go Live
All Patient Communication - Posters; Portal Message, etc.		3-6 mos after Go Live

Management & Education Plan

Completion	Owner	Resources
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Ongoing CMO / CM Leader
CM Leader
CM Leader

Ongoing CM Leader
4 wks prior and 4 wks after go live
CM Leader

PP

Center Manager
Center Manager
Center Manager
CM Leader / Center Manager

CM Leader
CM Leader

Notes	

In Person or Virtual

Include Role specific resources for managers to use

CM Overview; Pilot Update : EHR- what is different;

Align with Center goals/quality measures

Role specific communication