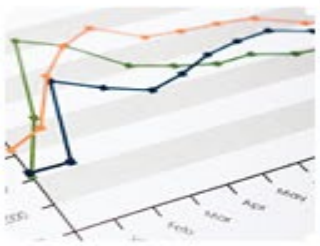


# The Power of Purposeful Communication in Quality Projects



# Communicate More in 2024!

A New Year for Purposeful Communication



- Communicate more Quality ideas
- Communicate more Quality methods
- Communicate more Quality goals
- Communicate more Quality care procedures
- Communicate more about your staffs needs/wants
- Communicate more ways to Connect



*"The single biggest problem in communication is the illusion that it has taken place." ~ George Bernard Shaw*

- Effective connections increase a positive influence in almost every situation.
- Communication is all about others and making that connection.
- Non-Verbal is when effective connection goes beyond words
- Energy is Required
- Purposeful Connection and Communication takes skill and practice





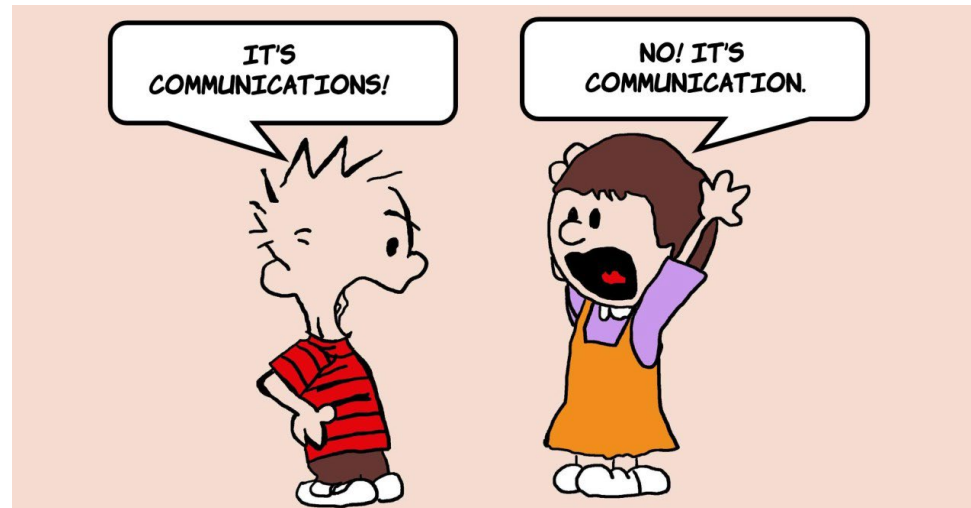


*“Management is about persuading people to do things they do not want to do, while leadership is about inspiring people to do things they never thought they could.” ~ Steve Jobs*

- Common Ground
- Keep it simple
- Create an experience of enjoyment
- Be inspirational to connect
- Live IT!

# Quality is on Purpose

**With Communication and Connections,  
we can elevate our quality goals and reach achievements we did not even think possible.**



## Focus on Quality Communication

- PIP it
- PDSA it
- RCA it
- Make a Story Board
- Communicate within your team huddles that effective connected communication is your goal
- Take suggestions
- Share your Quality Data
- Use Apps
- Use podcasts
- Use social media

- How do you Measure quality communication?
  - Survey
  - Ask for them to communicate important points back to you
  - ??????????

# Dawn Jelinek

## Age-Friendly Clinics and LTC

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