



# QUALITY COMMUNICATION STRATEGY IDEAS

COURTESY OF THE QUALITY NETWORKING GROUP MEMBERS

1. Monthly (or every two months) quality focus topics where procedures and client information are reviewed and internal audits are conducted, the example given was rights and responsibilities.
2. A quality focus each quarter, this could be a whole standard or issues that have arisen from feedback and incidents.
3. Closing the loop updates about feedback/incidents and providing consumers and staff with the outcomes or any trends.
4. We were reminded that communication is a two way process – how we talk about quality and also how we listen - look for opportunities to get feedback about processes and systems, risks and opportunities.
5. Use stories – link quality back to the outcomes and experiences of real people.
6. Create quality projects and involve diverse project teams to get a broad range of input.
7. Build relationships – use internal audits as an opportunity for mentoring and coaching with teams.
8. Be a trusted face at the point of service – be available to suggest new ways of working and be the trusted advisor for operational teams, particularly those working with clients.
9. Mailouts/newsletters – a great way to keep quality front of people's minds.

