

Internal Communications Strategies & Planning

Alberta Improvement Way
 Change Management Communication
 Influenza Immunization
 Internal Comms Framework & Strategy
 Patient First Strategy
 People Strategy

Workforce Engagement Survey



Overall engagement score improved significantly in a two-year period, work continues to improve engagement.



Preparedness: Outbreaks/ Disaster/Crisis Communication

Alberta Wildfires 2015/2011
 Emergency Contact 2015
 Ebola Preparedness 2014
 Influenza preparedness - annually
 Measles Outbreak 2013, 2014
 Shaw Service Outage 2013
 Alberta Floods 2012



Lync Webinars to educate and engage:

Ebola	People Strategy
CoACT	Influenza Immunization
Patient First Strategy	Wellness

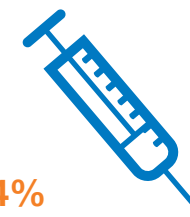
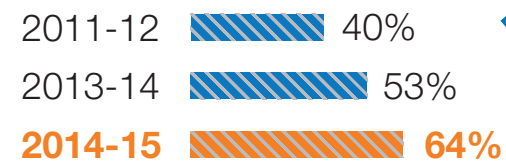
Create Dialogue



“Ask Vickie”
 CEO question forum
 Cost Savings Showcase
 Blogs
 President’s Speaker Series

Internal Influenza Immunization Campaign

Save Lives ... Immunize brand raises workforce immunization rates. Percentage of staff/physicians who get influenza immunization:



Correspondence responds to about

6,000+

letters and emails every year

AHS reputation relies on an informed and engaged workforce.



Department Support: Advice, strategy, tactics

Human Resources

Work Safe Blog	Labour Relations
90,500+ views since launch in March 2013	HR Insite web pages Attendance Awareness Incident Reporting

Quality & Healthcare Improvement

Accreditation	Patient Safety
Improving with AIW	Just Culture
Reporting and Learning Systems Upgrade	eSim



Information Technology

IM/IT communication strategy
 Launch of AHS.ca domain
 Improved remote access



Finance

e-Manager and iExpense
 Travel Management Program

AHS Bulletin Board Network (BBN)

The AHS BBN is a network of **400+** on-site bulletin boards at AHS locations.

Internal Comms sends an average of **8** posters every week

500+ posters since start of BBN

To reach staff who do not spend time at a computer.

Building a sense of community among employees

Comment boards	Contests
Recognition	Blogs
Internal classified ads	Podcasts
Videos	Because You Cared videos
Recipe swap	



Coffee Talk
 Online chat sessions with AHS experts