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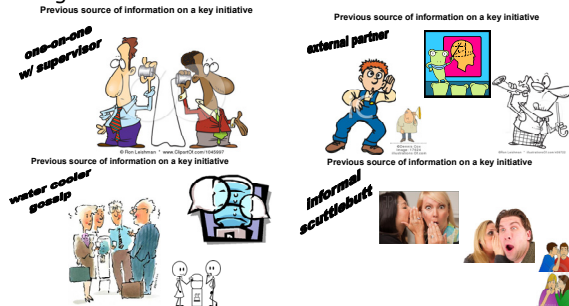
**Executive Sponsor:** Linda Piasecki

**PLAN**

Identify an opportunity and plan for improvement.

**Area for Improvement:**

Internal staff communication on a key initiative. We wanted to reduce confusion, frustration, and ensure more uniform messages to staff and external partners regarding the "Hub and Spoke Initiative". Staff previously relied heavily on the following communication:



**Other challenges to overcome included:**



**Target Goal:** Increase staff understanding of the Hub and Spoke Initiative by 10% (using a self rating scale in a pre- and post- and post- survey of ADAP staff)

**DO**

What ideas for improvement did you test?

**Test Intervention:** A one page executive summary called ADAP's Executive Summary of Priorities (AESOP):

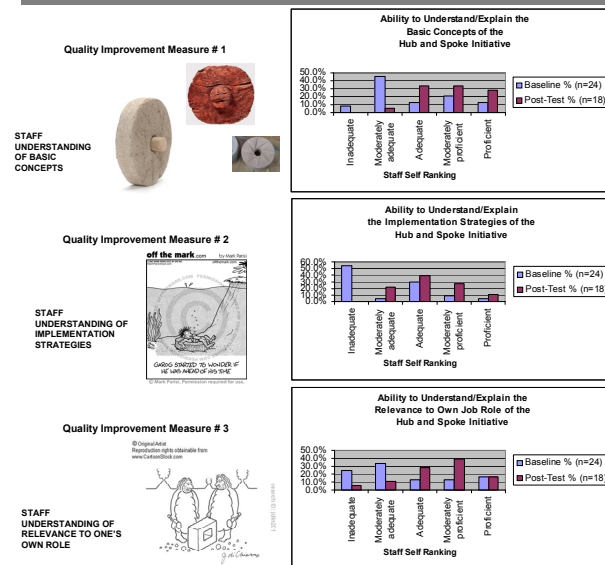


**Change Ideas:**



**STUDY**

What were the results of your test(s)? What is your final post-change data compared to the baseline data?



**Pre-intervention:**

- Staff meetings were the most important source of understanding on a key initiative
- Internal communication was ranked "inadequate" to "adequate"

**Post-intervention:**

- AESOP is the most important source of understanding on a key initiative
- Internal communication was ranked "adequate" to "proficient"
- The impact of the AESOP intervention exceeds the target across all 3 measures

**ACT**

What lessons did you learn from the process?  
How will this change be sustained?

1. Employ the AESOP as an internal staff communication vehicle for future key initiatives that are:
  - New
  - Complex
  - Undergoing significant change
2. Identify other internal communication challenges for AIM model