## **Communication Plan – Rooming Workflow Optimization**

**Project:** Rooming Workflow Optimization  
**Location:** Optum Primary Care  
**Purpose:** To outline how information will be communicated to stakeholders during the project lifecycle.

**Communication Matrix:**

| Stakeholder | Role | Communication Method | Frequency | Purpose |
| --- | --- | --- | --- | --- |
| **Jamie Grell** | Project Manager | Email, Meetings | Weekly | Project updates, decisions, and approvals |
| **Dr. Sidhu / Dr. Novak / Dr. Klatt / Aarthi (PA)** | Providers | Email, In-person | Biweekly or As Needed | Provide feedback on workflow changes |
| **Tatiana, Kim, Scott, Liz** | Medical Assistants | Daily Huddles, In-person | Weekly | Training, process updates, and feedback loop |
| **Alex Johnson** | Director | Email Summary | At Project Milestones | Informational only; no daily involvement |

### **Notes**

* Most communication was done informally via emails and in-person huddles.
* Weekly updates were used to maintain alignment with providers and medical assistants.
* Major decisions and changes were shared via email and documented in project summaries or the training manual.
* Provider input delays required follow-ups and additional reminders to maintain the timeline.