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**MANAGING EXPECTATIONS AND PROJECT COMMUNICATIONS**

**CREATE A COMMUNICATION PLAN TO ADDRESS MANAGING CLIENT EXPECTATIONS BASED ON THE SCENARIO**

**Introduction:**

A structured communication plan that focuses on transparency, updates, and active feedback can manage client expectations and build a strong trusting relationship throughout the project. Clear and Concise language, positive tone, active listening, and documentation will ensure clear, understanding, maintain a professional demeanor, understand the client’s perspective, and store detailed communication records. This paper covers Stakeholder communication requirements, presentation method, information to be communicated, frequency and timeframe, Constraints and assumptions, Methods for addressing regulatory differences, sensitive or proprietary information, and budget associated with communication of the Scenario present.

**Stakeholder communication requirements**

According to swiftdigital.com, stakeholder communication requirements are Stakeholder Identification, clear and concise reporting, and Stakeholder Communications plan. Stakeholders expect us to identify the key stakeholders for the project as it helps us keep the project on track. Regular reporting and recording are crucial to stakeholders as they trust us that we will provide these with accuracy and in such a way that they can easily interpret the project status for example where is the project currently and what progress has been made. Every stakeholder may ask for a different type of report. For instance, some may ask for a top-level report of the progress, while others may ask for a report on the risks and prevention strategy. Stakeholder communication plan creation is an important requirement that defines when, how, and in what format we will communicate with stakeholders. When forming a communication plan, factors such as Communication type, channel, stakeholders goals, ratings, and contact details can be considered.

The stakeholders in the scenario are leadership from the hospitals in California and Virginia, the Project team that includes project managers, IT staff, Pharmacy, clinical staff, compliance officers, end users such as doctors and nurses who use the CPOE system, and Regulatory bodies that include state health departments and federal agencies.

Communication must occur about updates on project progress, timelines and expectation clarifications, regulatory compliances, and feedback from the end users.

**Information to be communicated.**

Most of the time, project managers provide only a basic communication plan that states who gets what and when, but other aspects of communication need to be included in the communication plan. The project manager needs to make sure that there is a set of ground rules for communication from requirements to expectations, risks, reports, and changes in the project that must be applied to all communications. Doing this will provide a set of expectations to conduct interaction and handle communications

Information about the project status, what progress we are making, our achievements and setbacks, communication about changes to the prior timeline and the reason for that, information about sticking to the federal standards and state regulations, potential risks related to data security and patient safety with prevention strategies. Communication channels to express concerns as well as provide feedback. All this information needs to be communicated.

**Method of presentation:**

There must be specific guidelines based on the culture and the environment of an organization. Formal and informal communication allows us to take effective action to manage stakeholder engagement, and this includes providing information and feedback, setting expectations, adjusting expectations, and finally delivering success expected and needed by the stakeholders. (Schibi, 2014) Based on the Scenario, we can follow the following method of presentation.

**Weekly reports on the updates**: This can be a written report where project status and further steps can be summarized and discussed.

**Monthly meetings with the Stakeholders**: This can be done virtually or in person for comprehensive discussions.

**Dashboards:** we can use Dashboards for Real-time tracking for transparency.

**Emails:** We can do brief updates and email this to all the stakeholders.

**Frequency and time frame of communication**

Report frequency and turnaround time need to be discussed and agreed upon. For instance, a reporting cycle may capture progress on a Thursday, processed on a Tuesday, and reported on Wednesday on a weekly progress meeting. The communication plan needs to produce a schedule of the key communication activities showing how they integrate with the project plan. (Burke & Barron, 2014)

Weekly reports can be done every Wednesday by 5 pm for California stakeholders and 5 pm for Virginia stakeholders.

Monthly Stakeholder meetings are to be held on the first Tuesday of each month at 11:00 am PST.

**Sender responsible for the communication**

Senders are responsible for ensuring that our message is clear and that we are using the right medium to share it. According to Meloni, as a Sender, we also need to be mindful of timing and eliminate any distractions that could get in the way of effective communication. In the Scenario Following are the sender responsible for the communication.

Project manager: Responsible for sending weekly and monthly updates and reports.

End users: Responsible for feedback.

IT: Responsible for providing updates on the technology parts.

Leadership: Responsible for stakeholder meetings and addressing concerns, if any.

Compliance offices: Responsible for sending updates on compliance status and regulatory issues.

**Constraints and assumptions of the communication plan**

**Constraints**

There may be differences in requirements between the two states that might complicate messaging,

Different time zones can be a challenge in coordination and less availability of resources can be another constraint.

**Assumptions**

If communication is adequate, then stakeholders will be receptive to the change. There will be access to needed technology for virtual meetings and there will be access to dashboards too. There will be timely feedback for end users which can be integrated into the timeline.

**Methods for addressing sensitive or proprietary information.**

Secure communication channels for transmitting sensitive data, all stakeholders should sign agreements on handling sensitive information and access should be limited to only those who need it.

**Methods for addressing regulatory differences.**

Regular updates with compliance officers and check-ins to review regulatory differences.

Training Sessions on state-specific regulations.

**Budget associated with communication activities.**

Weekly Reports: $300

Monthly meetings with the stakeholders: $1000

Trainings: $1,500/session

Dashboard Development: $1500

Total Budget: $ $4,300

**Conclusion:**

Effective communication along with clear and concise reporting are crucial in a project as they will lead to significant gains and improvements in productivity. This communication plan aims to ensure that all the stakeholders are aligned, engaged, and informed throughout the implementation process. This also prioritizes patient safety and regulatory compliance.

Senior leadership

Name of the organization

Address

Dear Ms. (Senior Leadership)

I am reaching out to you regarding the implementation of the Computerized Physician Order Entry (CPOE) system. I want to take a moment to present you with an update on the project and align our expectations going forward.

Implementing CPOE is a crucial initiative when it comes to patient safety and improving operational efficiency in both small community hospitals in Virginia and large academic medical centers in California. It is crucial to recognize the importance of sticking to a timeline that is structured and that ensures compliance that meets all the regulatory requirements and prioritizes the safety and security of personal health data.

We will be adjusting the timeline of the project for comprehensive testing and end-user feedback as it maintains the project integrity upholding our commitment to patient safety. This decision is inherent in our dedication to deliver a system that meets both regulatory standards and operational needs.

We will give updates (weekly) every Friday and schedule monthly stakeholder meetings for discussion progress and achievements as well as address any concerns if any. Your support is greatly appreciated as we work as a team to achieve a successful implementation.

Thank you for your ongoing support and commitment.

Sincerely

Ritu Adhikari

Project Manager

**References:**

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