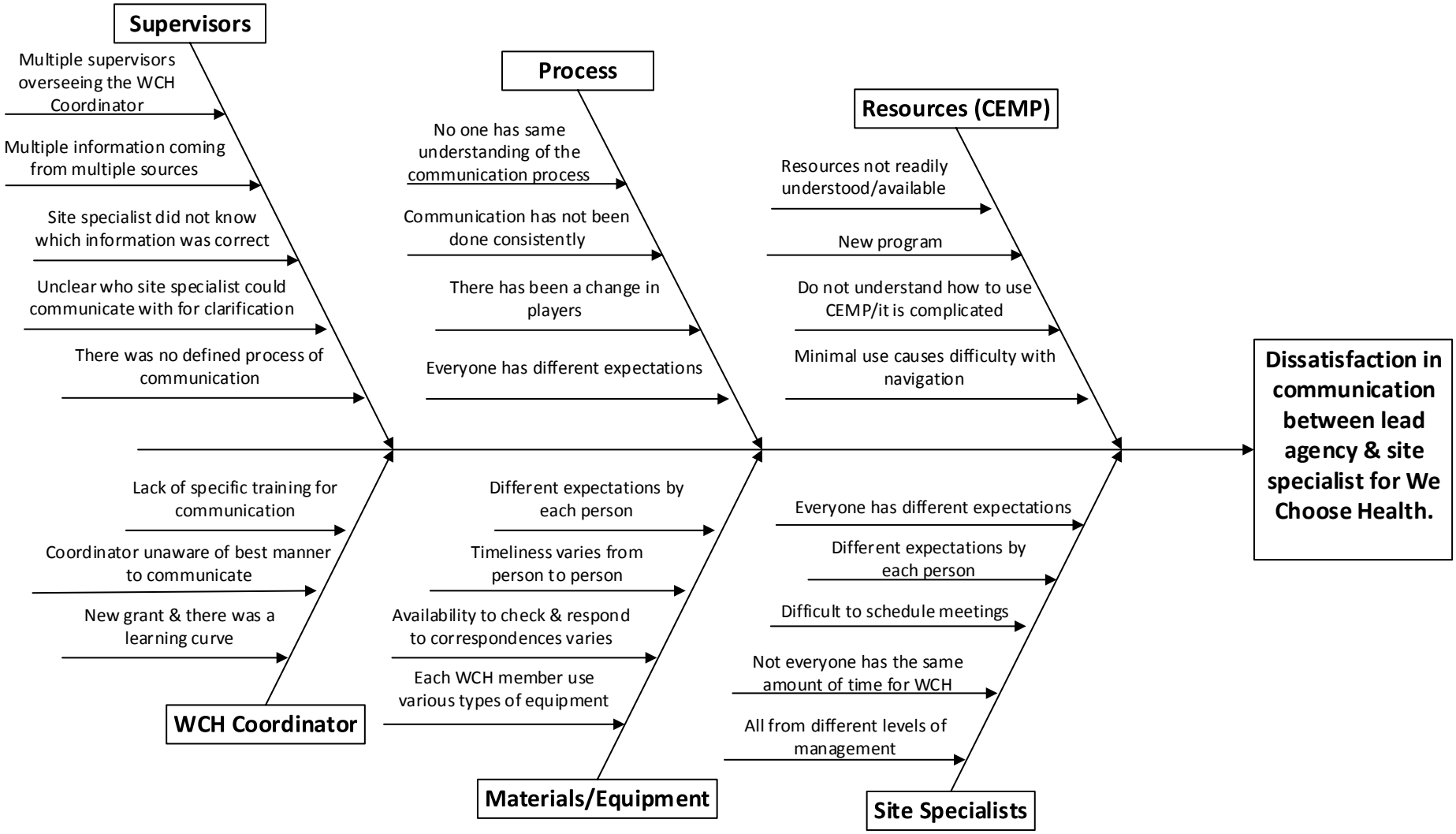
Supervisors
Multiple supervisors overseeing the WCH Coordinator
Multiple information coming from multiple sources
Site specialist did not know which information was correct
Unclear who site specialist could communicate with for clarification
There was no defined process of communication
Process
No one has same understanding of the communication process
Communication has not been done consistently
There has been a change in players
Everyone has different expectations
Resources (CEMP)
Resources not readily understood/available
New program
Do not understand how to use CEMP/it is complicated
Minimal use causes difficulty with navigation
Dissatisfaction in communication between lead agency & site specialist for We Choose Health.
Lack of specific training for communication
Coordinator unaware of best manner to communicate
New grant & there was a learning curve
WCH Coordinator
Different expectations by each person
Timeliness varies from person to person
Availability to check & respond to correspondences varies
Each WCH member use various types of equipment
Materials/Equipment
Everyone has different expectations
Different expectations by each person
Difficult to schedule meetings
Not everyone has the same amount of time for WCH
All from different levels of management
Site Specialists