

Kickoff Meeting Agenda and Talking Points for Leaders

Tailor this plan to fit your staff's needs

Patient Guide Kickoff Meeting (20–30 Minutes)

1. Welcome and Purpose (3–5 minutes)

Talking Points:

- Thank staff for their time and care they provide every day
- Share why the hospital is launching the Patient Guide
- Reinforce that this tool was chosen to support staff and patients

“This guide is designed to make communication easier — for you and for our patients — by putting important information in one clear, consistent place.”

2. The “Why” Behind the Guide (5 minutes)

Talking Points:

- Acknowledge common pain points:
 - Repeating the same information multiple times
 - Patients forgetting instructions
 - Families asking questions at different times
- Connect the guide to real outcomes:
 - More confident patients
 - Smoother discharges
 - Fewer follow-up questions

“When patients know where to find answers, everyone wins.”

3. Walkthrough and Highlights (10 minutes)

Talking Points:

- Walk through the guide together
- Call out key sections:

- Admission and daily routines
- Care team communication
- Discharge instructions
- Encourage staff to identify:
 - Pages they'll use most often
 - Sections that could save time

Prompt the group:

“Which page would have helped you yesterday?”

4. How We'll Use the Guide (5 minutes)

Talking Points:

- Who introduces the guide
- When it should be introduced
- A simple, consistent script staff can use

Example script:

“This guide has everything you need to know during your stay and when you go home. We'll use it together to answer questions.”

5. Questions, Feedback and Wrap-Up (5 minutes)

Talking Points:

- Invite questions and input
- Encourage staff to share what works on their unit
- Reinforce appreciation

“This guide reflects the care and compassion you deliver every day — it's simply another way to support your patients.”