

Communication challenges

ProfC

Problem statements

- Too many requests from AAE to FMAs and not centralized.
- Smaller FMAs sometimes don't have the background (i.e. not participating in the AAE meetings and consultations) and don't always have the resources to answer to surveys or compliance reviews. Furthermore, they have to get into the topic at each request which is time and resource consuming.
- FMAs find it challenging to consolidate an overview of all the requests as they come at different times and from different sources.

Solutions

- Too many requests from AAE to FMAs and not centralized.
 - Reduce the number of requests → Centralize to communication panel/Board.
- Smaller FMAs sometimes don't have the background (i.e. not participating in the AAE meetings and consultations) and don't always have the resources to answer to surveys or compliance reviews. Furthermore, they have to get into the topic at each request which is time and resource consuming.
 - Prepare presentation on AAE basics (governance, benefits, definitions of roles, contact persons, etc.).
 - Define process on recurring contact between leadership and Board liaison (from multi-stakeholder (larger FMAs) to yearly meetings (smaller FMAs)). This would be beneficial to all stakeholders because it allows bi-directional exchanges.
 - Collect all the requests/survey and organize yearly or semi-annually meeting between FMAs and Board Liaison/Committee Chairs.
 - Get from the FMA contact persons in case of questions/request (Membre Titulaire et Suppléant).
- FMAs find it challenging to consolidate an overview of all the requests as they come at different times and from different sources.
 - AAE created an overview and will send it per email in the recurring email.