

DRAGON COPILOT

Weekly Messages for Nurse Leaders

This document outlines a weekly schedule for nurse managers/leaders to promote the adoption of the Dragon Copilot documentation solution among nursing staff. It includes specific tasks for each day of the week, along with additional strategies to support the solution's implementation.

Manager-Level Strategies to Strengthen Adoption

1. Daily Presence & Reinforcement

- **Action:** Incorporate a Dragon Copilot update or tip into every shift huddle. During rounding, ask staff about their experience and offer real-time encouragement or troubleshooting.
- **Why:** Your consistent presence and messaging help normalize the change and build trust in the solution.
- **Best Practice:** Demonstrate use of the tool or highlight a workflow during huddles to model the desired behavior.

2. Unit Champions & Change Drivers

- **Action:** Designate and recognize Dragon Copilot Unit Champions or Change Drivers on each shift or unit. Select individuals who are respected by their peers, open to change, and willing to make a commitment to use the solution for every patient, every shift. Provide them with additional training and visible identifiers (e.g., badge, sticker).
- **Why:** Unit Champions and Change Drivers offer peer-to-peer support, share tips, and help troubleshoot in real time, leveraging the power of peer influence. Because they are respected, adaptable, and model consistent use, they help build trust and accelerate habit formation across the team. Their commitment to using Dragon Copilot every shift allows them to develop expertise and share practical insights with their peers, supporting a culture of continuous improvement.
- **Best Practice:** Schedule brief Unit Champion-led demos or Q&A during huddles to encourage sharing and engagement.

3. Real-Time Feedback & Recognition

- **Action:** Create space for feedback during huddles or rounding. Acknowledge staff who share insights or demonstrate strong usage.
- **Why:** Immediate feedback loops drive engagement and reinforce desired behaviors.
- **Best Practice:** Document feedback and share outcomes or changes made as a result. Highlight a "Dragon Copilot Star" of the week in staff communications. Recognition can be informal: shout-outs, stickers, or small perks go a long way.

4. Monitor & Coach

- **Action:** Review usage data weekly to identify trends. Use this information to guide coaching conversations, celebrate progress, and address barriers early.
- **Why:** A data-driven approach using the ambient Epic dashboard enables targeted support and early intervention.
- **Best Practice:** Share key usage metrics with staff so they see progress and areas for improvement. Reach out individually to staff who may be struggling and offer 1:1 support.

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5. Connect to Purpose

- **Action:** Frame Dragon Copilot as a tool that supports better patient care and reduces documentation burden. Remind staff that their feedback shapes the future of the solution.
- **Why:** Connecting change to intrinsic motivators empowers staff as co-creators and builds buy-in.
- **Best Practice:** Share real examples of how Dragon Copilot has improved patient care or staff satisfaction. Remind staff that their participation is shaping the future of nursing at your organization.

6. Promote Consistency

- **Action:** Encourage charge nurses to reinforce key workflows and expectations during shift handoffs. Ensure mobile device readiness and support equitable access across shifts.
 - **Why:** Consistency is critical for habit formation and addresses practical barriers.
 - **Best Practice:** Develop a quick-reference checklist for charge nurses to use during handoffs. Assign responsibility for device charging and readiness at the start/end of each shift.
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Sample Communication Templates

These templates are provided to support you in sharing Dragon Copilot updates with your team in the format that works best—email, Teams, Secure Chat, shift huddles, or any channel your team engages with. We have included options for the beginning, middle, and end of the week. You do not need to send all of them, just choose the day and message that best fits your team’s rhythm and needs.

Dragon Copilot Coming Soon Announcement Communication:

Dear Nursing Team,

I am excited to announce that our hospital is preparing to launch Dragon Copilot, an innovative ambient documentation and real-time charting solution designed to reduce charting burden and enhance patient care. With Dragon Copilot, your spoken care will be captured and transformed into flowsheet documentation, freeing you to focus more on what matters most, your patients.

We recognize that adapting to new technology takes effort and patience. Your insights, feedback, and daily experiences will be essential in guiding the evolution and success of this tool.

Together, we are moving toward a future where documentation seamlessly integrates into care, allowing genuine human connection to shine through every patient interaction.

Thank you for embracing this next step in nursing innovation.

A new chapter in nursing is on its way—stay tuned for more details and resources to help you prepare for Go Live!

Check out what’s coming soon:

[Placeholder for Welcome Video link]

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Warm regards,

[Signature]

Go Live Communication:

Dragon Copilot is officially live, thank you for your incredible work!

This new tool brings ambient documentation and real-time charting to help you spend more time with patients and less time charting. Please begin using it with every patient, every shift.

Your feedback is essential as we refine the tool together. Your leadership is driving us toward better workflows and outcomes.

Let's make this a success—together!

Warm regards,

[Signature]

Monday Communication:

Hi Team,

As we begin the week, I want to take a moment to highlight Dragon Copilot.

This tool helps you document as you go using your voice so you can spend less time charting and more time with your patients. It's not just about using the tool; it's about shaping it for nurses everywhere.

Please remember **use it with every patient, every shift**. Your feedback is helping us improve it for the entire nursing team.

Here's what one nurse shared:

"I used it during my shift, and it saved me at least 15 minutes of charting."

Change takes time, and building new habits isn't always easy—but every time you use it, you're making it better. If you run into anything or have feedback, I'm here to support you.

Thanks for everything you do,

[Signature]

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Midweek Communication:

Hi Team,

We are halfway through the week, and I want to share a few quick tips to help you get the most out of **Dragon Copilot**. This tool is meant to support how we care for patients—not slow us down—and your feedback helps shape it every day.

Here are a few tips shared by the training team and your peers:

[Insert 2–3 practical tips here]

If something isn't working the way it should or is slowing you down, let me know—we'll work through it together.

Thanks for all you're doing,

[Signature]

End of week communication:

Hi Team,

As we wrap up the week, I want to thank you for continuing to lean into Dragon Copilot. I know it's a shift from our usual workflows, and building a new habit takes time—but using the tool consistently for every patient is what helps us move forward.

Your efforts are helping shape a solution that supports how we care, not just how we chart. Keep sharing what's working, what's challenging, and what could be better. Your voice is driving real change.

Appreciate you all,

[Signature]

Communication for Decrease in usage:

Hi Team,

I want to take a moment to acknowledge how busy things have been lately. We've seen a consistent drop in usage of Dragon Copilot, and I know that when things get hectic, it's easy to fall back into old habits.

That said, this tool is here to help—not add more to your plate. Using it consistently for every patient helps us build a workflow that supports care, saves time, and improves documentation.

If there's something getting in the way—whether it's technical, workflow-related, or just hard to remember—please let me know. We'll work through it together and make sure you have what you need to succeed.

Thanks for everything you do,

[Signature]

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Communication for Increase in Usage:

Dear Team,

I am thrilled to share some fantastic news, this week, we've seen a noticeable increase in both the number of active users and the overall usage of Dragon Copilot. Your commitment to integrating this technology into your daily routines is truly making a difference for our patients and our workflows.

[Insert update from Microsoft team or your ambient Epic dashboard, e.g., "Active usage increased by 20% and more staff are documenting care using the Ambient solution!"]

Let's keep up this great momentum and continue exploring the full potential of Dragon Copilot. If you have any feedback, suggestions, or need support, please feel free to reach out.

Thank you for your hard work, dedication, and willingness to embrace new ways of working!

Best regards,

[Signature]