### 1B: Stakeholder Analysis

**Background:** The purpose of stakeholder analysis is to help program initiators identify which departments and individuals will have an interest in the program, where barriers might exist, and what actions need to be taken to obtain the buy-in and participation of those departments and individuals.

**Reference:** This tool was adapted from a template developed by Project Agency, a company focused on effective project management, and is available at: <http://projectagency.co.uk/documents/b316stakeholderform.pdf>.

**How to use this tool:** Complete the form with information regarding all the individuals you consider key stakeholders. You may need to set up a meeting with them to obtain their answers. Examples: information technology officer, director of supply/materials, housekeeping director, quality improvement (QI) department, therapy departments, diagnostic departments, emergency department. This form should be completed by the individual interested in initiating or reinvigorating a fall prevention program.

Use the completed template to identify actions needed to involve all stakeholders in the program. Ensure that all identified needs have been met before proceeding with the QI initiative. For example, the program may need process assistance from the QI department. Since this program may be competing with other QI priorities, it may be important to determine who shapes the QI agenda and how to get this program prioritized at a higher level. An example is shown in the form below. A blank form follows.

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| **Stakeholder** | **Interest or requirement in the program** | **What the program needs from stakeholder** | **Perceived attitudes and risks** | **Actions to take** |
| Example: health information systems officer | Gatekeeper for making any changes to the electronic health record (EHR) system. Not necessarily interested in the program beyond his general mandate to keep the EHR tied to clinical documentation needs. | The program may need to add or make changes to any parts of the EHR that concern fall risk assessment, preventive measures, and postfall care. | May not want to make changes until other changes are also in process, or other changes may already be in process. | Seek information about the process for requesting/making these kinds of changes and how this person relates in the overall organizational structure to program leaders/advocates. |

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