Stakeholder Requirements Gathering Template

This is a stakeholder requirements gathering template that has been created for the interview exercise during workshop 2, day 3. The purpose of the template is to– in your groups—identify the questions you want to ask the stakeholders, how to translate responses into requirements for your dashboard, and how to prioritise them. We have suggested types of information you may want to get from the stakeholder interviews, and examples of questions you could ask to capture that information. There is one template for the patient stakeholder, and one for the professional stakeholder.

Please be aware that the templates are NOT complete. There will be time for you ahead of the interviews to decide in your groups what questions you wish to ask, keeping in mind the time available for each interview (10 minutes). In first instance, you will only complete the first two columns (i.e. questions and responses). On day 4, there is time for you to complete the last two columns as part of the ‘Consolidation and Planning for your Dashboard’ session.

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| **PATIENT STAKEHOLDER** | | | |
| *Question* | *Response* | *Specific requirement* | *Priority* |
| **General background information** |  |  |  |
| What is your name? Sex? Age? | Jane, female, 60 years old. I was a bassist in a band and I have two children, two lovely grandchildren and a dog, a cat. |  |  |
| Do you drink? Smoke? | Smoke, not drink |  |  |
| How often do you exercise? | 3 or 4 times a week |  |  |
| What are your eating habits? | Don’t have a special habit. |  |  |
| How long do you sleep everyday? | 7 to 9 hours |  |  |
| What’s your job? | was a bassist in a band |  |  |
| What’s your home address? | Not related |  |  |
| What’s your height? Weight? Blood type? | 170 cm, 60 kg |  |  |
| Do you have any family genetic history? Any history of illness? | No, no |  |  |
| Do you have any allergies? | no |  |  |
| **Information needs** |  |  |  |
| What information are you interested in with regard to services for people with COPD and asthma?  How about medical fee and treatment period? | I like to have access to clear and update information about COPD management. This includes understanding the latest treatment, medications, and any breakthroughs in the field. I'm also interested in knowing about local support groups and community resources where I can connect with others who have COPD and sharing its experience and tips with people who understand what I am going to do can be very helpful. I would like to be informed about any financial or insurance assistance programs available for people with chronic refractory conditions, managing COPD can be costly, and any support will be appreciated. |  |  |
| How often would you use this information and for what purpose? | The frequency of using information varies but I check it regularly for different purpose. I'll search treatment information as needed, especially doing health care requirements and actively check out community support information where I require emotional support of guidance. Information related to exercise and rehabilitation would be used consistently as part of my daily routine, and I review financial and insurance assistance details annually as needed to ensure I’m managing the financial aspect of my condition effectively. In essence, this information is essential for my overall wellbeing and I’m going management of COPD. |  |  |
| Do you think there is any other useful service that we can provide? | The GP lives far away from my home, so I would like to change a new GP, and then meet more new people who also have same symptom as me. |  |  |
| Do you want to see the history record in the dashboard ? | yes |  |  |
|  |  |  |  |
| **Visualisation needs & preferences** |  |  |  |
| Are there ways of visualising or summarising information that you particularly like or don’t like?  (pie chart or table? Colour? Style? Prefer diagram or text?) | what matters mostly in that information is clear, easy to understand and relevant to my condition. Appreciate we are showed medical information and summary what provide the most important details. The key for me is that information helps me manage my COPD effectively and make informed decision about my house. Prefer text. |  |  |
| How interactive do you want the dashboard to be? Are there specific types of interactions you would find useful? | key interactions I find useful would be personalization for tracking my specific needs will have updates on air quality and weather, medication reminders, symptom tracking and actions to COPD support communities and a direct channel for communication with my healthcare tour. Recording sleeping time, diet is useful. |  |  |
| If we were to create a dashboard that includes pie chart, table or histograms, would that be useful for you? Why (not)? |  |  |  |
| how often do you want to update the information on the dashboard? | Real-time update on air quality and weather and medication reminders, symptoms tracking, and connections to COPD support community. |  |  |
| Do you want to receive any emails or advertisements to give information to you? |  |  |  |
| Which information do you think is the most important that we need to highlight? | Medication treatment and some updates on the local weather and the local air quality, and some advice on exercise. |  |  |

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| **PROFESSIONAL STAKEHOLDER** | | | |
| *Question/Information required* | *Response* | *Specific requirement* | *Priority* |
| **General background information** |  |  |  |
| Can you tell us a bit about yourself and your role? |  |  |  |
| What does your day-to-day work involve? |  |  |  |
| … |  |  |  |
| … |  |  |  |
| **Information needs** |  |  |  |
| What information are you interested in with regard to services for people with COPD and asthma? |  |  |  |
| How often would you use this information and for what purpose? |  |  |  |
| … |  |  |  |
| … |  |  |  |
| **Visualisation needs & preferences** |  |  |  |
| Are there ways of visualising or summarising information that you particularly like or don’t like? |  |  |  |
| How interactive do you want the dashboard to be? Are there specific types of interactions you would find useful? |  |  |  |
| If we were to create a dashboard that includes [*a type of visualisation you have in mind*], would that be useful for you? Why (not)? |  |  |  |
| … |  |  |  |
| …. |  |  |  |