## Purpose:

To identify and analyze the key stakeholders in the appointment scheduling process and define their roles, expectations, influence, and engagement strategy.

This stakeholder analysis outlines the key individuals and groups involved in the healthcare appointment scheduling project. Each stakeholder has a unique perspective and need, which will influence how solutions are designed, communicated, and implemented.

## Stakeholder Matrix Template:

| Stakeholder | Role | Interest / Needs | Influence | Engagement Strategy |
|---|---|---|---|---|
| Clinic Manager | Decision-maker | Wants efficient appointment allocation, reduced idle time | High | Involve in planning and review |
| Doctors | Service providers | Need balanced schedules, fewer no-shows | High | Provide feedback; validate solutions |
| Front Desk Staff | Scheduling coordinators | Need a clear and efficient booking process | Medium | Consult for AS-IS process feedback |
| IT/Admin Team | System support | Ensure appointment system is stable and adaptable | Medium | Keep informed; consult if needed |
| Patients | End users | Want shorter wait times, easy rescheduling, reminders | Indirect | Represented via survey & feedback |
| Operations Director | Strategic oversight | Wants data to plan staff resourcing and utilization | High | Present KPIs and dashboard results |

## RACI Matrix (Responsible, Accountable, Consulted, Informed)

| Task / Deliverable | Clinic Manager | Doctors | Front Desk | IT Team | Analyst (You) |
|---|---|---|---|---|---|
| Define project scope | A | C | C | I | R |
| Document AS-IS process | C | C | R | I | A |
| Analyze no-show patterns | I | I | C | I | R |
| Build dashboard | I | I | I | C | R/A |
| recommendation | A | C | I | I | R |