

# Stakeholder Engagement Plan

## 1. Purpose

This plan ensures consistent, effective communication and collaboration with all key stakeholders involved in the HealthFirst Care project. It aligns with the BRD, RTM, and stakeholder priorities to promote transparency, trust, and project success.

## 2. Stakeholder Matrix

Stakeholder Name/Group	Role/Responsibility	Influence Level	Interest Level	Key Requirements	Engagement Strategy	Frequency of Interaction	Communication Method
Patients	Service recipients	Low	High	Real-time notifications, shorter wait times, clear communication	Feedback surveys, newsletters	Monthly	Email, Surveys
Doctors	Patient care providers	High	High	Access to equipment, smooth inter-department coordination	Progress meetings, direct updates	Weekly	Reports, Dashboards
Nurses	Patient support and emergency services	High	High	Staffing, resource availability, communication with departments	Shift briefings, feedback collection	Weekly	Meetings, Internal Memos
Administrative Staff	Scheduling and records management	High	High	Integrated scheduling, conflict detection, better tools	Workflow meetings, performance tracking	Weekly	Dashboards, Reports
IT Team	System maintenance and technical support	High	Low	Uptime, integration, user-friendly system	Technical check-ins, summary updates	Bi-weekly	Email, System Logs
Hospital Management	Strategic oversight and compliance	High	Medium	Legal compliance, data security, project KPIs	Executive summaries, milestone reviews	Monthly	Reports, Presentations
Support Staff	Operational assistance	Low	Low	Clear schedules, task assignments	Passive updates via staff bulletins	As needed	Email, Notice Boards

## 3. Objectives of Engagement

- Patients – Improve service delivery through feedback and timely communication.
- Doctors & Nurses – Ensure their concerns about resources and processes are addressed.
- Administrative Staff – Involve them in testing and validating scheduling tools.
- IT Teams – Keep them updated on infrastructure and feature requirements.
- Management – Keep them informed on KPIs, risks, and project alignment.
- Support Staff – Ensure they are informed of operational changes when needed.

## 4. Tools & Channels

- Project dashboards
- Meeting summaries and minutes
- Progress reports and performance scorecards
- Surveys and feedback forms

## 5. Alignment with BRD & RTM

All engagement strategies are built to support key project objectives such as reduced wait times, better communication, and efficient resource utilization.

The plan reflects stakeholder needs and expectations as outlined in the BRD and validated through the RTM.