We Care Nursing Home

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Stake Holder Analysis

Stakeholder Analysis is an important technique for stakeholder identification & analyzing their needs. It is used to identify all key (primary and secondary) stakeholders who have a vested interest in the issues with which the project is concerned

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                                                    ┌─────────────┐      ┌─────────────┐
                                                    │   Nurses    │─────▶│  Nurse Aid  │
                                                    └─────────────┘      └─────────────┘

                              ┌──────────────┐                          ┌─────────────┐
                              │ Direct Care  │                     ┌───▶│ Specialist  │
                         ┌───▶│  Employees   │─────┐               │    └─────────────┘
                         │    └──────────────┘     │  ┌──────────┐ │
                         │                         └─▶│ Doctors  │─┤
                         │                            └──────────┘ │    ┌─────────────┐
                         │                                         └───▶│  Therapist  │
                         │                                              └─────────────┘

                         │                                         ┌─────────────┐
                         │                                    ┌───▶│   Finance   │
                         │                                    │    └─────────────┘
┌─────────────────┐      │    ┌───────────────┐               │
│ Senior Citizen  │──────┤    │Administrative │          ┌────┤    ┌─────────────┐
│     Home        │      ├───▶│  Employees    │──────────┤    ├───▶│    Legal    │
└─────────────────┘      │    └───────────────┘          │    │    └─────────────┘
                         │                               │    │
                         │                               │    │    ┌──────────────────┐
                         │                               │    └───▶│     Process/     │
                         │                                         │ Customer Service │
                         │                                         └──────────────────┘

                         │                                         ┌─────────────┐
                         │                                    ┌───▶│   Patient   │
                         │    ┌───────────────┐               │    └─────────────┘
                         └───▶│   Customers   │──────────────┤
                              └───────────────┘               │    ┌───────────────┐
                                                              └───▶│ Family Member │
                                                                   └───────────────┘
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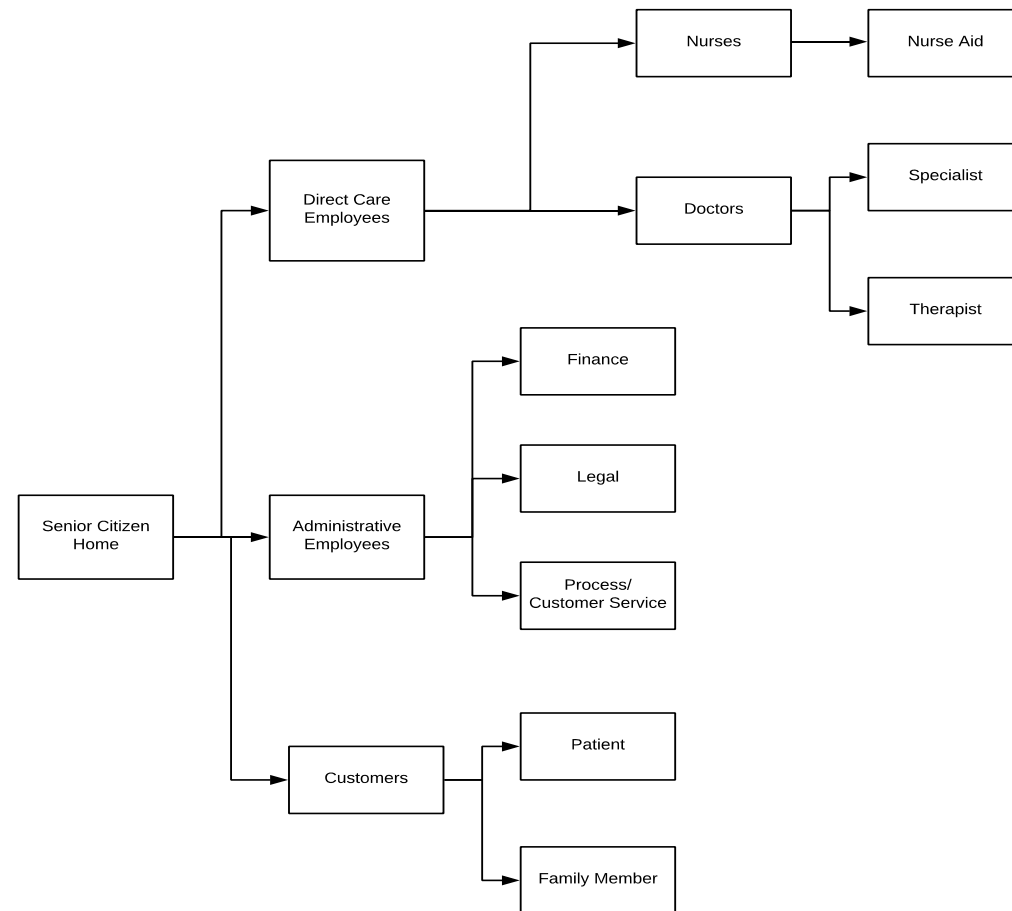
Empathy Map- Justin (Nurse)

Say	Think
- Love to work with older persons - Like helping persons Job is hard work	- Make the patient feel comfortable - How come so many people are here - Why aren't there enough equipment - Why isn't there enough medication - Why isn't proper hygiene practiced

Do	Feel
- Provide the best care to patients - Save lives - Comply to tasks - Follow directives on patient charts - Council the family members - Give baths to and prevent bedsore on patient - Assist with pain management - Develop patient care plans - Conduct routine check-ups and screenings - Help rehabilitee patients after injuries	- Love job, but hates the unnecessary tasks - There isn't enough staff - Not paid enough for this - Should switch jobs - Anxiety - Stress - Depressed

Persona- Justin (nurse)

	Justin	Scenario	Goals and Expectations	
		Justin is a regular nurse at the senior citizens home. On occasion when he gets his work schedule he realizes that either there are too much persons assigned to the shift, there are too few persons assigned to the shift or he was placed on shifts back to back. He feels as though he is sometimes doing double the work that he should be doing and is not reaping the benefits.	- Better shifts - Up to date customer information - Detailed instructions on patient care - Scheduling - Patient notifications	
	Get Shift	Prepare for work	Work	Shift End
Actions	- Get email - Call about schedule error - Complain about shift	- Hand over (take notes of things that would have happened in the previous shift and any other instructions - Pack lunch	- Do routine morning checks - Bath patients - Feed patients - Give patients medication - Monitor patient eating habits -	- Hand over (when shift ends) - Up date patient information - Pack away your stuff

		- Pack extra clothing -		- Send your dirty linens to wash
Thinking	- Why am I still being given back to back shifts - I should go report this to the union	- I hope today is going to be a drama free day - See schedule of patients assigned too today	- Did they do nothing on the last shift? - Where is the documentation? - Why haven't they updated this patient chart - There has to be an easier way to get this done	- Thank god I can get out of this place - Today went better than I expected
Feeling	-unmotivated	-hopeful - excited	- Irritated -	- Happy - relieved
Above Expectations				
Meets Expectations				
Below Expectations				

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Say	Think
- Love making the company money - Job is hard work - Job is fulfilling - I prefer the old fashion way - Want to branch off/ be a consultant	- Meet goals/ deadlines - I will be replaced by a computer - I wonder if there is an better/ easier way to get all of this done - Should we invest the profits - Need to make sure and follow the rules/ regulations/ laws
Do	**Feel**
- Prepares assets - Document financial transactions by entering information - Recommend financial actions by analyzing accounting options - Make sure the company does not "default"	- Love job, but hates the unnecessary tasks - There isn't enough staff - Not paid enough for this - Should switch jobs - Anxiety - Stress - Depression - Feel as though, not getting enough work done -

	Maria	Scenario		Goals and Expectations	
		Maria is the financial accountant for the business. She is normally meet with irate stakeholders because she has not been meeting her deadlines. This makes her frustrated as she knows this is due to the show processing for data from other departments that need to come too her. Her department is also understaffed, at this time she is doing the job of three staff members		- Get information on time - Have something that automatically and accurately credits or debits patients accounts and sends them or the listed family member the bill via email or posted mal - Have something that automatically and accurately calculates staff rate of pay and the amount of hours the have worked for a selected period so that payment can be made	
	Prepare for work	Get to work	- Deal with bills	- Do salaries	- Do reports
Action		- Request for information from various departments	- Verify information - Make payment	- Verify information - Make payment	- Combine information -
Thinking	- I should quite - I should become a consultant	- All of this work needs to be entered into the system	- Less work to do - This is so helpful	- Less work to do - This is so helpful	- Once everything is done the way it needs to be, deadlines

		- Staff need reminders that			can be met
Feeling	- Depressed - Tired	- Relieved - Overworked - determined			- hopeful
Above Expectations					
Below Expectations					