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

../MAPD715/stakeholder%20chart.pdf

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 * Pack extra clothing | * 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 * 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 |  |  |  |  |

E

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