**Stakeholder Analysis**

**Project name:** Enhancing Operational Efficiency in a Multi-Specialty Hospital

**Prepared by:** Prawit Pongpipat

**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  appointment  notifications,  reduced  wait times | Newsletters,  Feedback  Surveys | Monthly | Email,  Surveys |
| Nurses | Provide healthcare for patients | Medium | High | Access to patient records | Training sessions, Direct feedback | Weekly | In-person meetings |
| Doctors | Diagnose and treat patients | High | High | Integrated patient info, scheduling flexibility | Regular updates, Feedback loops | Weekly | In-person meetings, Email |
| Administrative Staff | Manage appointments, billing, records | Medium | High | Fast data entry, validity data | Workshops, User guides | Weekly | Training, Email |
| Support Staff | Assist daily operations | Low | Low | Clear workflow procedures | Workshops, User guides | Monthly | Briefings, Email |
| IT teams | Develop and maintain system | High | Medium | System reliability, user issue tracking | Agile standups, Incident reports | Weekly | In-person /Online meeting, Email |