

# Stakeholder Needs Chart (Sample)

Here is how the chart might be completed for a new requirement to place a security strip on badges which limits access to patient floors.

Stakeholder	Potential Losses	Potential Gains	Mitigating/Maximizing Strategy	Communication Strategy
Patient Kitchen	New badges will not work in retail food kiosks	Employees can use swipe purchases at retail cafeterias	Reprogram kiosks to accept the new badge swipes	Explain to managers at manager meeting and have them share with their staff.
MUPC Care Specialists	None	Safety for patients and staff	For safety reasons, an exception to the mandatory badge wearing policy will cover MUPC care specialists. They will not be required to wear a badge while working with violent patients.	Share the policy with all MUPC staff at next team meeting.  Clarify with housekeeping on the unit that the new policy exemption does not apply to them.
Visiting Physicians	Perceived unfairness  Mistaken identity	None	Visiting physicians are not required to wear the new type of badge if accompanied by another employee with the badge.	In the next School of Medicine chair meeting, clarify that this policy only applies to visiting physicians who do not work at MUHC.
Volunteers	The new volunteer badge will no longer give access to patient floors.	None	The front desk expectation that volunteers will be able to deliver items to patient rooms must be changed to have them bring items to the floor security station.	For existing volunteers, manager will explain the policy and provide a map of the areas where their badge will not be granted access.