

How to Identify Key Stakeholders for a Healthcare IT Project

When planning a project, healthcare leaders should begin by identifying which departments will be affected and making sure that those departments are well represented among the key stakeholder groups. Here are 6 key groups to consider when identifying stakeholders to ensure that you're getting all the input you'll need to plan your project.



1. Financial Stakeholders

Nearly every project will have a financial impact on an organization. Therefore, the insight of board members, the chief executive officer, and chief financial officer is extremely valuable during the planning stages.

2. Medical Leaders

It's critical to include stakeholders from throughout the organization's medical functions. From the chief medical officer to the pharmacy director, department leaders want to know that their team's specific needs won't get overlooked.

3. End-Users: Clinicians

Physicians, nurses, and technicians will interact with the new technologies on a day-to-day basis. Establishing an open dialogue with select stakeholders at the end-user level, early on, will make it easier to understand a new technology's impact on this group.

4. Patients

When projects produce changes that could directly impact patients or alter the relationship between clinicians and patients, it's valuable to consider the patient's perspective as a stakeholder as well.

5. Vendors

Vendors whose systems are part of the project and provide support for its implementation are sometimes forgotten stakeholders in IT projects. When an implementation or migration will affect other software used at the organization, it's valuable to get vendor input to ensure smooth integrations.

6. Billing and Audit Functions

Projects that will have a significant effect on billing processes or the process by which auditable records are stored should engage with billing or regulatory staff as needed.



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