Building a Better Health Service | Seirbhís Sláinte Níos Fearr á Forbairt

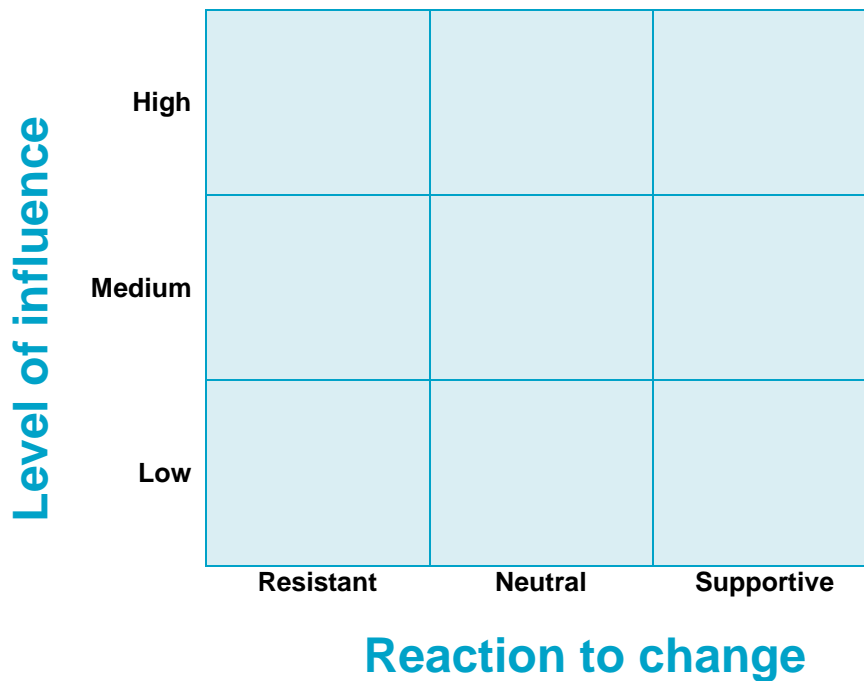National Quality Improvement Team

Project Name:

Project Lead:

1. Why?

This is a visual representation of people who are involved directly or indirectly with the project and their level of influence on and reaction to the project.

2. How?

Create a list of stakeholder groups and then plot these on to the template. Each group is assessed along both axes and placed on the template. The position of a grouping may change throughout the project cycle.

Level of influence (vertical axis: High, Medium, Low)

Reaction to change (horizontal axis: Resistant, Neutral, Supportive)

3. Tips for stakeholder mapping

- Start with the willing
- Getting the right people involved from the start of the project
- Include the usual and not so usual suspects
- Don't forget about what committees/groups need to see your proposal
- Those closest to the problems can have the solution
- Don't forget about getting the voice of the service user
- Build your own network
- Bring people together- use frontline ownership techniques www.liberatingstructures.com

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**Tool 2 of 16
Version 1.0
Date effective: May 2019**

4.	Remember Hearts and Minds

Why?

When thinking about carrying out an improvement project it is really important to think about winning the hearts of those you work with. Successful improvement requires building the will among your work colleagues and appealing to the heart.

How?

Firstly, create a list of stakeholder groups and then plot these on to Tool 2. This should help you to determine where you need to concentrate building your coalition/agency to work with you. It's helpful to know why you are doing this and have a compelling story.

Remember: No data without stories and no stories without data

5%   **95%**

Data analysis	Flow analysis	Building the will

Measuring variation

Process mapping
Identifying waste

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