

Stakeholder needs template

What patients want

	A	B	C	D	E
What another stakeholder wants improved/ their areas of concern					
C					
B					
A					

Template Instructions

- Using a large whiteboard or sheet of paper, list the needs of the key stakeholder group (usually patients) across the top. Then list the needs of another stakeholder group down the side.
- Work across and down the empty squares in the table, placing a tick in each one where stakeholder needs clearly coincide (it doesn't matter how many ticks there are). Then number each tick.
- Using a separate sheet of paper for each, brainstorm specific improvements for that square from the perspectives of both stakeholders, noting its benefits for each stakeholder alongside. Use the **improvements and benefits template** (page 77 of guidebook or: www.healthcodesign.org.nz/tools/tool4b2.pdf) to record improvements in each square and how they benefit each stakeholder.
- Identify the key improvements that provide the greater benefits for both stakeholders. As you flesh out the improvements, you may notice patterns in the types of improvements being suggested. Review these and look for improvements that address multiple issues and/or achieve benefits for multiple stakeholders. These are likely to be the highest-value improvements and the most important to focus on.
- Repeat this for any other stakeholders, keeping the primary stakeholder (such as patients) across the top of the template.