

Using a Stakeholder Mapping Activity to Increase Engagement with the Interprofessional Team



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Lessons Learned

The stakeholder mapping activity is an excellent tool to cultivate a culture of engagement when interdisciplinary teams initiate their quality improvement projects.

Description

Reinventing Patient Care Councils (RPCCs), established in all clinical programs across Humber River Hospital (HRH), enables collaboration on quality improvement (QI) projects between healthcare providers, administrative staff, and patient family advisors. Health human resources were re-allocated to focus on COVID-19 efforts, and many RPCCs suspended activities. As the pandemic shifted towards an endemic state, HRH began re-establishing their RPCCs with the assistance of a Quality Improvement Specialist (QIS). Using a stakeholder mapping activity, this helped team members identify challenges RPCC team members faced post-pandemic and engaged members to begin identifying problems, formulating solutions, and evaluating QI efforts.

Actions Taken

QIS provided an explanation of the stakeholder mapping activity. Team members were provided with resources to brainstorm and identify prominent issues. Collectively, members discussed and decided how to categorize the various issues based on the perceived level of impact and effort. Surveys were disseminated to evaluate effectiveness of the stakeholder mapping activity.

Summary of Results

The stakeholder mapping activity promoted team member engagement in 15 unit RPCCs. The stakeholder mapping activity enabled relationship building amongst team member, bringing light to new challenges faced by other team members. The activity enabled a newfound interest in QI and assisted in getting QI projects started amongst clinical teams. Engagement in QI efforts should remain in the forefront of healthcare organizations to ensure continual efforts to quality patient care.

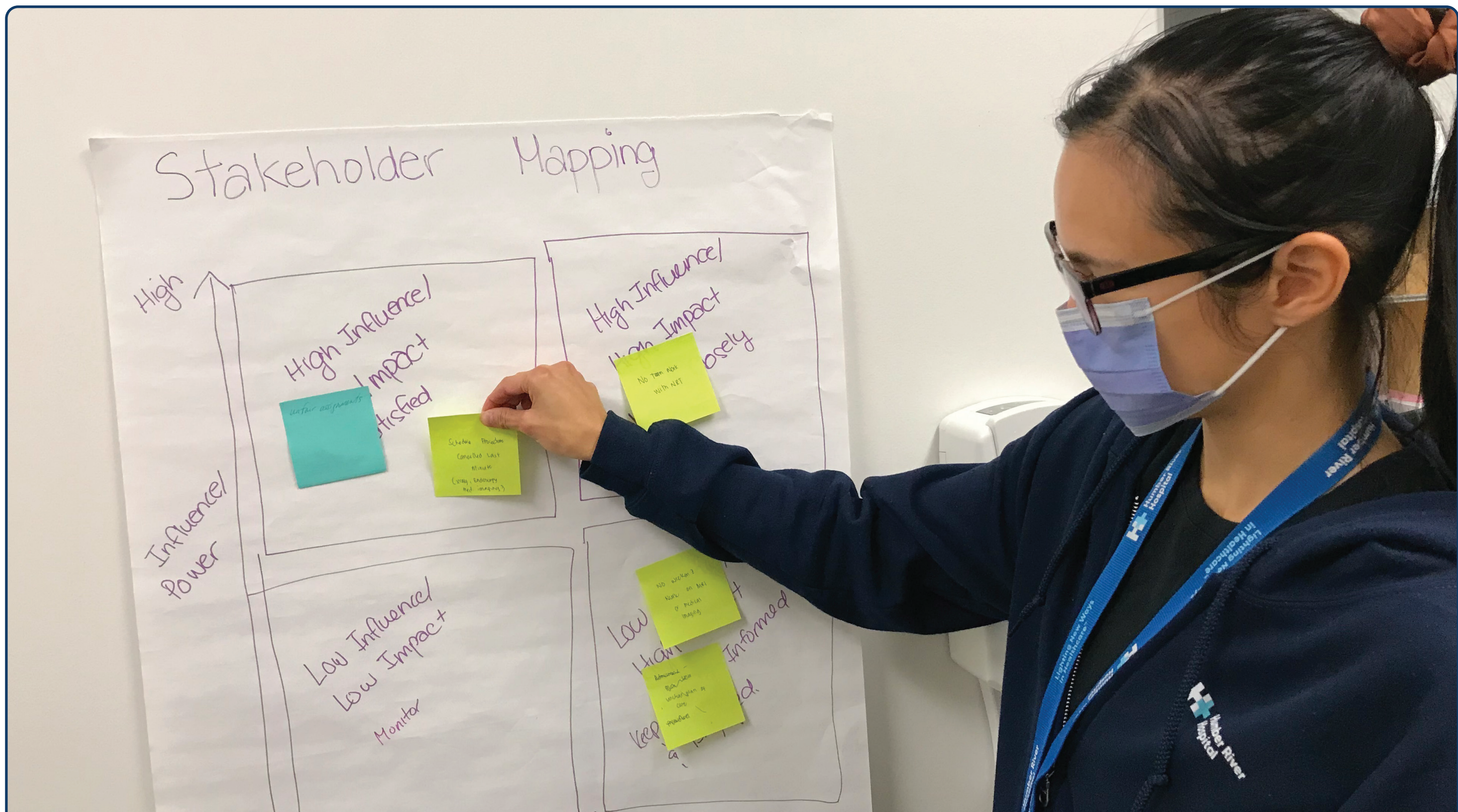


Figure 1. Stakeholder mapping activity helps visualize the unit's current environment. It is an effective tool in engaging members early on, improve communication, and anticipate stakeholder concerns and needs.

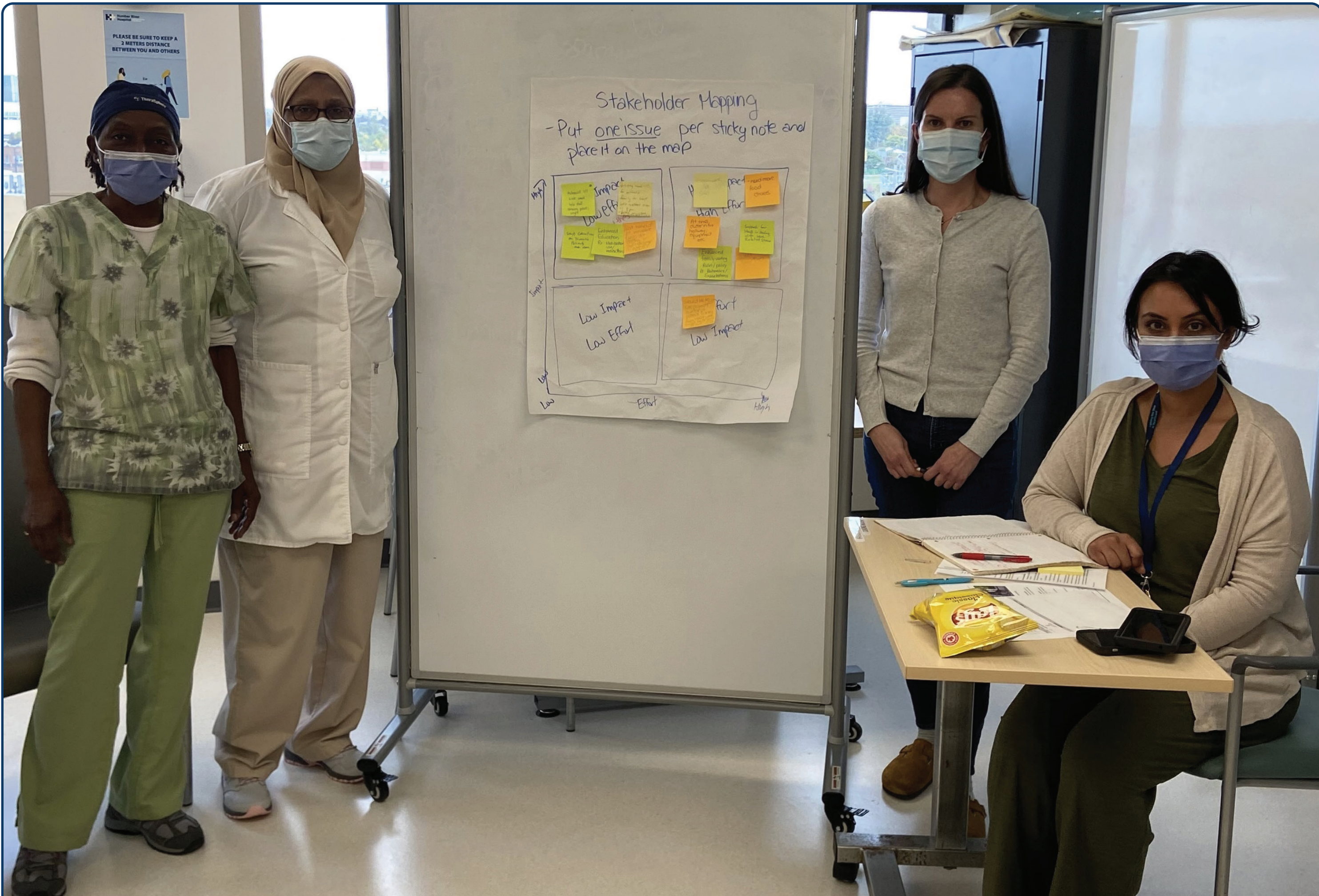
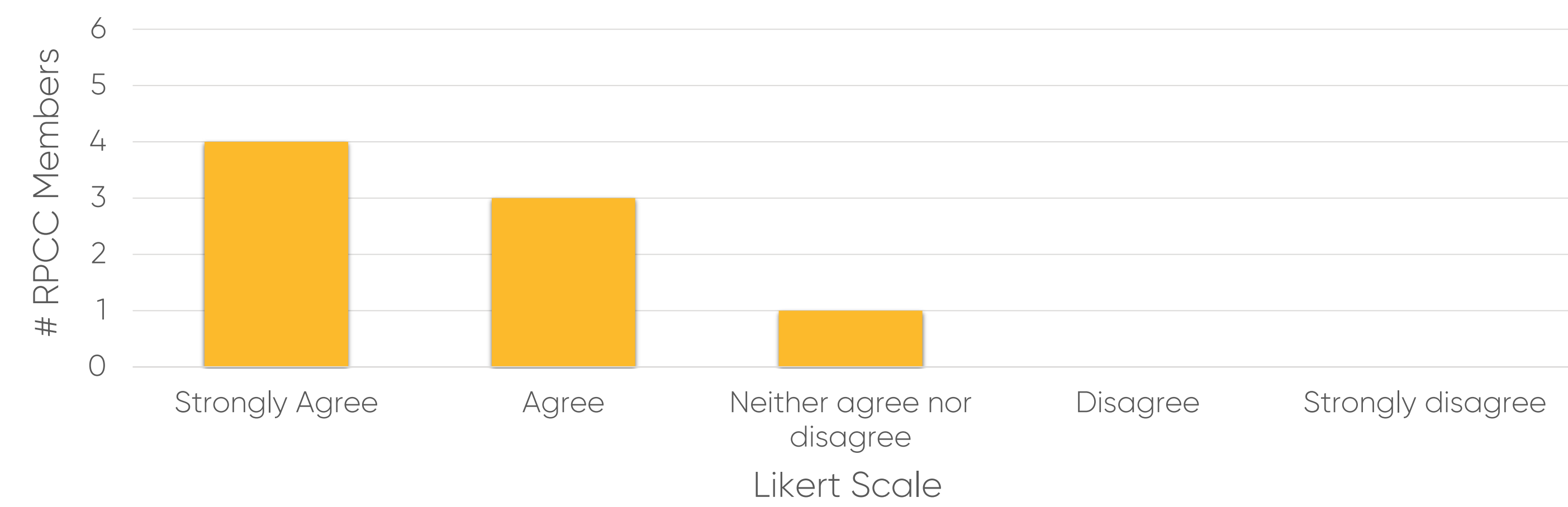
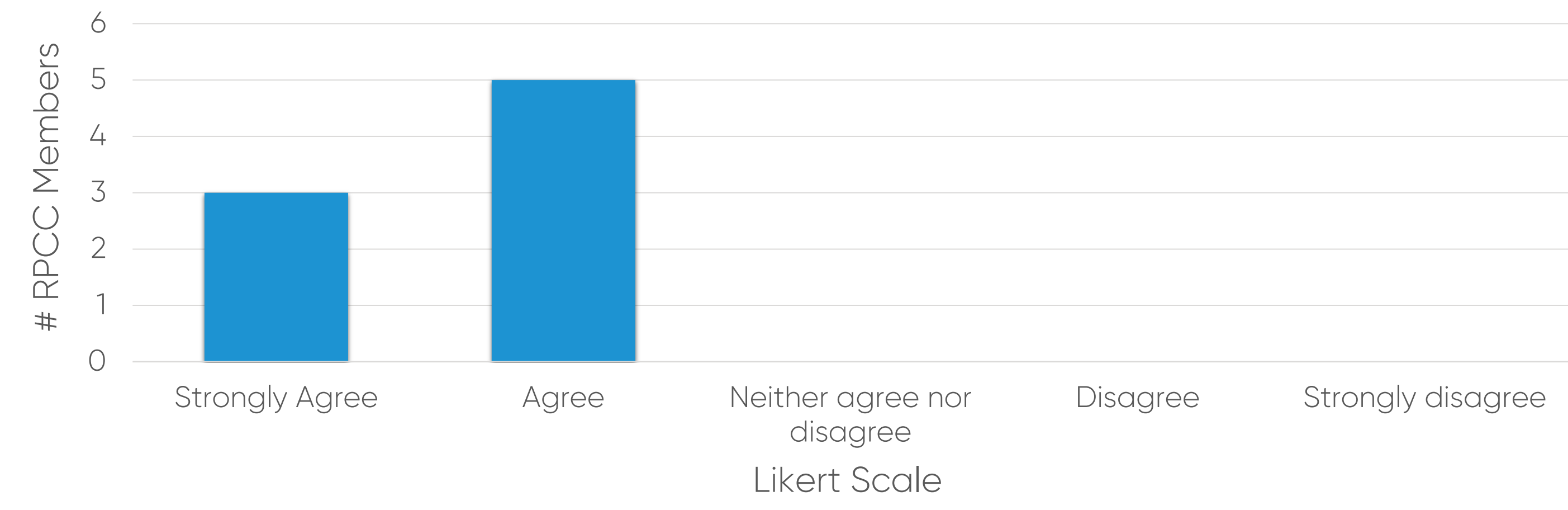


Figure 2. Team members of the Reactivation Care Centre Finch and Church Site participated in the stakeholder mapping activity.

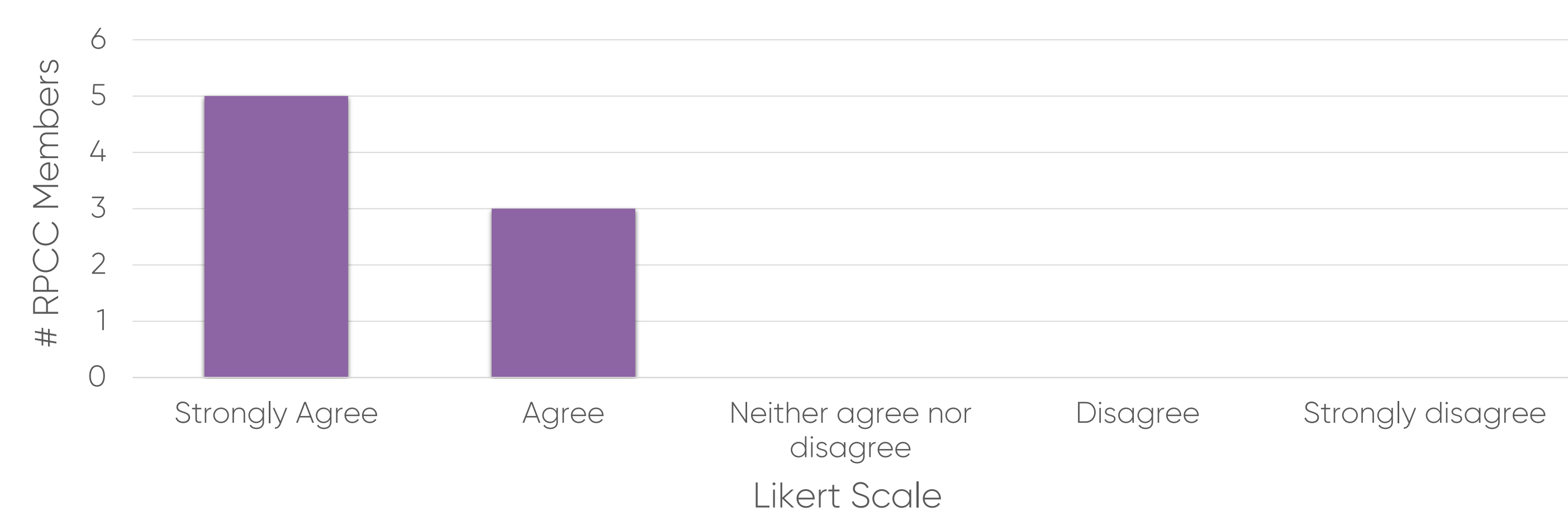
Build Better Relationships With Colleagues



Made Aware of Other Team Members' Challenges



Assisted in Starting Quality Improvement Project



Develop a New Interest in Quality Improvement

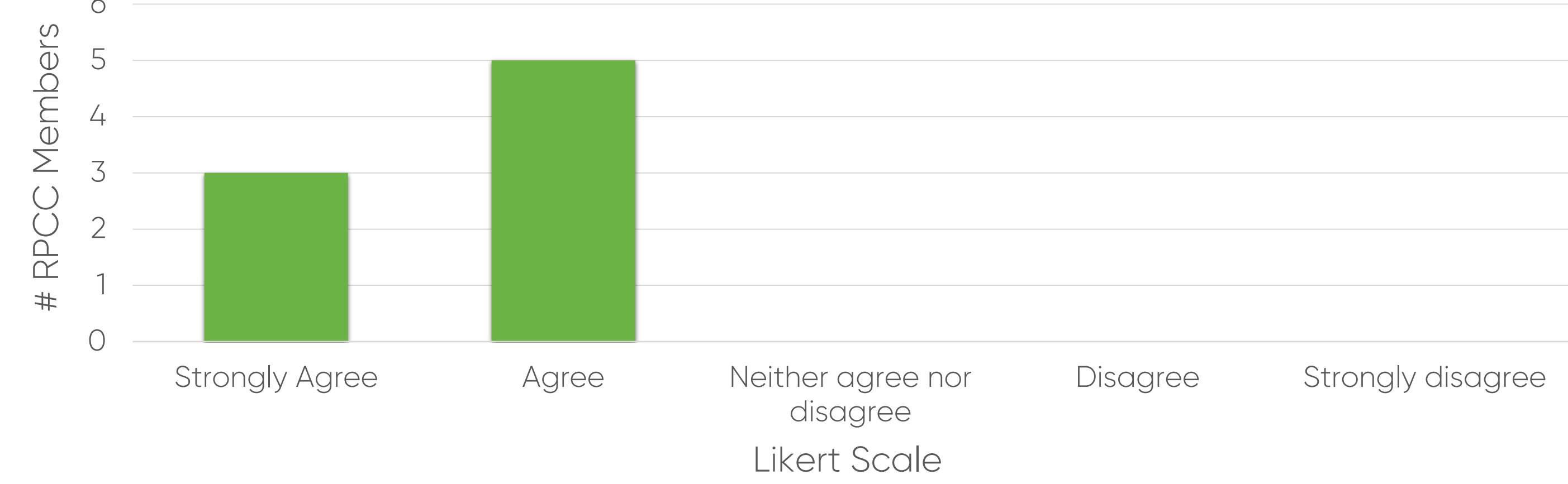


Figure 3. Survey results from the RPCC members who participated in the stakeholder mapping activity.