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.