

LEADING CHANGE TOOLKIT™

TO HELP CHANGE AGENTS AND
CHANGE TEAMS MAKE LASTING
IMPROVEMENTS IN HEALTH CARE



Examples of potential stakeholders			
	Individuals	Groups	Organizations
Internal	<ul style="list-style-type: none"> • Nurse (RN, RPN, NP) • Clinical diabetic educator • Enterostomal therapist • Chief nursing officer • Educators • Physician <ul style="list-style-type: none"> ❖ Chief Medical Officer ❖ Family Doctor ❖ Internist ❖ Surgeon ❖ Specialist • Dietitian • Social worker • Clerical or support staff • Physiotherapist • Occupational therapist • Housekeeper • Personal support workers (PSW) • Department manager • Division director • Director of purchasing • Senior manager • Project leader 	<ul style="list-style-type: none"> • RNs • RPNs • Therapy • Permanent off-shift employees • Department • Division • Program • Committee <ul style="list-style-type: none"> ❖ Practice committee ❖ Documentation committee ❖ e-Doc committee ❖ Infection control committee ❖ Medical advisory committee ❖ Senior management committee ❖ Purchasing review committee ❖ Health promotion committee 	<ul style="list-style-type: none"> • Unions • Community partners
External	<ul style="list-style-type: none"> • Dean of students • City mayor • Sales representative • Consultant • School teacher • School principal • Community Care Access Centre (CCAC) case manager 	<ul style="list-style-type: none"> • Community partners may see the hospital emergency department as an external stakeholder group • School board • Accreditation committee 	<ul style="list-style-type: none"> • Community partners • Vendor company • Health-care programs e.g.: Stroke Strategy • Professional body • Accreditation Canada • Government ministry
Interface	<ul style="list-style-type: none"> • Community partner representatives with internal roles and responsibilities (e.g.: CCAC with a case) 	<ul style="list-style-type: none"> • Members of the public • Support groups • Regional committees <ul style="list-style-type: none"> ❖ Regional infection control committee 	<ul style="list-style-type: none"> • Community partners <ul style="list-style-type: none"> ❖ Community service provider ❖ Community hospital ❖ LTC Organization ❖ Public health unit

	<p>manager in the hospitals)</p> <ul style="list-style-type: none"> • Academic clinical Instructor who also works at the organization as a nurse • Member of the board of directors • Union representative or shop steward who also works internally as a nurse 	<ul style="list-style-type: none"> ❖ University/college student advisory committee ❖ LHIN committee ❖ Regional ad hoc working committee 	<ul style="list-style-type: none"> ❖ CCAC • Professional Body (E.g.: RNAO or CNO) • Union
--	--	--	--

NOTE: This is not intended to be an exhaustive list.