Appendix 5: Stakeholder Assessment

Interviewer: Explain the purpose of this measure

This measure will assist us to:

- Identify key **stakeholders** (**i.e., the individuals, groups, and/or organisations with a vested interest in the implementation of a palliative care approach in your facility. These stakeholders may be directly or indirectly affected by the implementation of the CEBPARAC project**);
- identify stakeholder interests;
- determine their level of support and influence related to the implementation of the CEBPARAC project;
- and develop strategies to engage the key stakeholders.

Interviewer: Describe the project

- The aim of this project is to translate existing evidence based guidelines (relating to palliative care and pain management) into policy and practice (including documentation).
- To ensure maximum translation of the guidelines to clinical practice six key domains have been identified. Within each of these six domains the relevant guidelines will be operationalised. The six domain areas are:
    1. Advance care planning
    2. Physical symptoms
    3. Psychological support
    4. Family support
    5. Advanced dementia
    6. Terminal care
- Link nurses will be established, trained and supported. A self-directed learning module will be developed for this purpose.
- Education will be provided to all nursing and care staff at all levels working in your residential aged care facility.
- The use of existing GP on-line training modules to support GPs in providing a palliative approach to residents in their care, will be promoted.
- A palliative care case conferencing learning resource (DVD and hard copy) for nursing staff and GPs will be developed.

Interviewer: Determine key stakeholders

Think about how palliative care is currently delivered in your facility. Who is involved?

Further prompt (if required): We have developed a list of possible stakeholders. Some you may have already mentioned, others you have not. Can you tell us if you would add any of these options to your list of stakeholders.

Final prompt: Do you think there are any other key stakeholders we have overlooked?

Interviewer: Once a list of key stakeholders have been determined, identify stakeholder influence and support and possible management strategies (one stakeholder at a time).

Nature of vested interest

- What is the nature of this stakeholder's involvement in palliative care in your facility?
- How interested is this stakeholder in palliative care?
- What impact will CEBPARAC have on this stakeholder group?
- What is vested interest of this stakeholder?

Prompt card

a. Improving the quality of clinical services
b. Improving professional practice
c. Cost effectiveness and efficiency of services
d. Being the "best" provider of residential aged care services to the community
e. Improving the quality of palliative services for residents
f. Maintaining professional practice independence
g. Maintaining job satisfaction
h. Choosing a health care provider (RACF) that can help him or her manage his or her end of life care in the most effective manner
i. Other? (please specify)

Stakeholder influence

- What is this stakeholder's level of influence in the successful implementation of the CEBPARAC project?

Stakeholder support

- How supportive will this stakeholder be of the CEBPARAC project?
- What is their likely response? Reasons?

Management strategies

- What factors will create stakeholder buy-in? How do we engage this stakeholder group?

key stakeholder	nature of the vested interest	stakeholder Influence & support (high, and low)		management strategies
		Influence	Support	
1. Facility's administration				
2. Director of Nursing/ Care Manager				
3. Clinical educator				

key stakeholder	nature of the vested interest	stakeholder Influence & support (high, and low)		management strategies
		Influence	Support	
4. Quality assurance staff				
5. RNs				
6. ENs				

key stakeholder	nature of the vested interest	stakeholder Influence & support (high, and low)		management strategies
		Influence	Support	
7. AINs/ Care workers				
8. General practitioners				
9. Patients and families				

key stakeholder	nature of the vested interest	stakeholder Influence & support (high, and low)		management strategies
		Influence	Support	
10. Specialist palliative care services				
11. Allied health				
12. Other (specify): _____				

key stakeholder	nature of the vested interest	stakeholder Influence & support (high, and low)		management strategies
		Influence	Support	
13. Other (specify): _____				
14. Other (specify): _____				
15. Other (specify): _____				