# Stakeholder Matrix Template

| Key Stakeholder: Position and Department | Key Roles with in HIM System | Reports to?  Or Manages whom? | Systems, Software, or Technology used. | Impacted by Recommendation | Role in Successful Implementation | Value Statement |
| --- | --- | --- | --- | --- | --- | --- |
| Example:  Billing Officers | Responsible for overseeing the billing process, ensuring CPT and ICD codes are entered properly. | Reports to the Billing Manager. Oversees the CPT coders and medical billing staff. | Uses hospital billing system (be sure to name system—e.g., Medisoft) has access to patient EHR. | *Recommendation:* Change workflow to add step to authentic billing codes to ensure reimbursement from relevant program occurs.  *Impact:* Adds one step on the front of billing to potentially reduce revenue loss or the need to resubmit on the back end. | The billing officers are vital to this workflow change because they will be the ones to ensure that even with the extra authentication step that there is a minimal drop in productivity long-term. | This workflow change delivers value by ensuring greater accuracy of initial billing and reimbursement submissions in order to increase revenues and decrease the need to redo and resubmit work. |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |