# 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. |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |