**Instructional Design Document**

**Learning Block 4**

**Stakeholders in Health Care Delivery**

In this learning block, students examine the roles and contributions of various stakeholders in health care delivery. Students are encouraged to actively analyze the case presented through the learning media and engage in critical thinking while considering how stakeholder interactions can influence patient safety. Communication and collaboration are addressed as essential aspects of stakeholder relationships.

**Subject Area:** Health Care Administration

**Use with Suggested Courses:** The Health Care Industry

**Key Terms:** Stakeholders; stakeholder interests, priorities, expectations; stakeholder relationships and interactions; professional roles; board of directors / governance; interdisciplinary collaboration; teamwork; communication; patient- and family-centered care; patient and family education; patient safety; nosocomial infections (healthcare-acquired infections); infection control; story of harm; learning opportunities; leadership; management

**Competencies:**

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| **Providers / Health Care Professionals and Settings:** Compare the characteristics of various groups of health care professionals and types of settings involved in health care delivery in the U.S. | Beginning |
| **Stakeholder Interests and Relationships:** Analyze stakeholder interests and relationships, and the influence of these on health care delivery. | Beginning  (A key comp for this LB) |
| **Patient Care and Safety:** Evaluate how the principles of patient care and safety influence the delivery of health care in the U.S. | Beginning |
| **Leadership and Management:** Analyze the attributes of effective leadership and management in health care organizations. | Beginning |
| **Organizational Change:** Apply organizational development and behavior principles to facilitate change in health care settings. | Beginning |
| **Team Development and Management**  Apply principles of team development and management to promote organizational success. | Beginning |
| **Advocacy**  Apply knowledge and skills to advocate on behalf of stakeholders / issues. | Beginning |
| **Ethics**  Apply ethical principles to decision making in healthcare organizations. | Beginning |

**Learning Objectives:**

1. Analyze stakeholder involvement in health care delivery
2. Assess the impact of stakeholder needs, priorities, and actions on patient safety
3. Analyze the significance of interdisciplinary collaboration for patient safety
4. Evaluate stakeholder communication challenges
5. Apply case analysis methods to address critical issues in health care delivery

**Assessments:**

1. Discussion Topic: Integration of Multiple Perspectives to Address Patient Safety Concerns (LO1, LO2, LO3, LO4, LO5) [Time on task: 30 minutes]
2. Assignment: Effective Communication and Interdisciplinary Collaboration in Health Care Environments (LO3, LO4, LO5) [Time on task: 45 minutes]
3. Project: Facilitating Effective Dialogue Among Stakeholders(LO1, LO2, LO3, LO4, LO5) [Time on task: 3 – 5 hours]
4. Multiple Choice Set (LO1, LO2, LO3, LO4, LO5) [Time on task: 15-25 minutes]

**Notes:**

Case studies are typically presented in conjunction with foundational information to support the student’s analysis. Students should be familiar with various professional roles in the health care industry, as well as the interdependent nature of health care delivery. Communication and interdisciplinary collaboration should be presented as central themes in stakeholder relationships.

To extend the instruction beyond this learning block, it is recommended that instructors address additional stakeholders in health care delivery that are not depicted in this learning media, such as payers (including Medicare), hospital accrediting agencies, researchers, advocacy groups, policymakers, and the public.

In addition, instructors may wish to have students study related topics, such as patient- and family-centered care, professional education and licensing requirements, management and leadership approaches, and organizational culture. Advanced topics such as quality and safety reporting, value-based payment models, and governance could also be addressed through additional instruction or independent research.