

Purpose

The Stakeholder Heatmap depicts the impact of a given project on stakeholder groups. This change impact analysis is qualitative and determined by a comparison of the stakeholder groups role and responsibilities to the projects target outcomes. The results of this analysis informs the OCM strategy and action plans developed by the OCM team to help prepare people for the impending change.

Impact Levels

The cell colors used describes the extent to which the stakeholders identified are impacted by the target outcomes of the project.

H - High -> impact is substantial

M - Medium -> impact is moderate

L - Low -> impact is minimal

N/A - Not Applicable

Considerations

If the project consists of multiple workstreams, the impact analysis can be completed for each workstream across each of the stakeholders.

Completed By

This template is completed by the Project OCM Lead.

Completed When

This template is completed during the **2. Conduct Stakeholder Analysis** phase of the OCM Standards which aligns with FXPLC phase **Initiation, Concept, & Planning**.

| Division | Business Area | [project name] |
|--------------------------|-------------------------------------|----------------|
| Chief of Staff | Communications | Low |
| | Legislative Affairs | N/A |
| | IT | High |
| Operations | Financial Services | N/A |
| | Human Resources | N/A |
| | Support Services | Medium |
| Health Quality Assurance | Health Facility Regulation | High |
| | Field Operations | High |
| | Central Services | High |
| | Plans and Constructions | N/A |
| | FL Center for Health IT | Low |
| | Medicaid Program Integrity | Low |
| Medicaid | Medicaid Program Finance | Low |
| | Medicaid Data Analytics | Medium |
| | Third Party Liability | High |
| | Medicaid Policy | N/A |
| | Medicaid Quality | Medium |
| | Medicaid Plan Management Operations | Medium |
| | Medicaid Fiscal Agent Operations | High |
| | Recipient and Provider Assistance | High |
| Inspector General | Inspector General | N/A |
| General Counsel | General Counsel | Low |

| Division | Business Area | [workstream name 1] | [workstream name 2] | [workstream name 3] |
|--------------------------|-------------------------------------|---------------------|---------------------|---------------------|
| Chief of Staff | Communications | Low | | Low |
| | Legislative Affairs | N/A | High | N/A |
| | IT | High | High | N/A |
| Operations | Financial Services | N/A | High | High |
| | Human Resources | N/A | N/A | High |
| | Support Services | Medium | Medium | Medium |
| Health Quality Assurance | Health Facility Regulation | High | High | N/A |
| | Field Operations | High | Medium | N/A |
| | Central Services | High | High | Medium |
| | Plans and Constructions | N/A | N/A | N/A |
| | FL Center for Health IT | Low | Low | Low |
| | Medicaid Program Integrity | Low | Medium | Low |
| Medicaid | Medicaid Program Finance | Low | Low | Medium |
| | Medicaid Data Analytics | Medium | Medium | Medium |
| | Third Party Liability | High | High | N/A |
| | Medicaid Policy | N/A | N/A | N/A |
| | Medicaid Quality | Medium | Medium | High |
| | Medicaid Plan Management Operations | Medium | Medium | High |
| | Medicaid Fiscal Agent Operations | High | N/A | Medium |
| | Recipient and Provider Assistance | High | N/A | Medium |
| Inspector General | Inspector General | N/A | N/A | N/A |
| General Counsel | General Counsel | Low | Medium | Low |