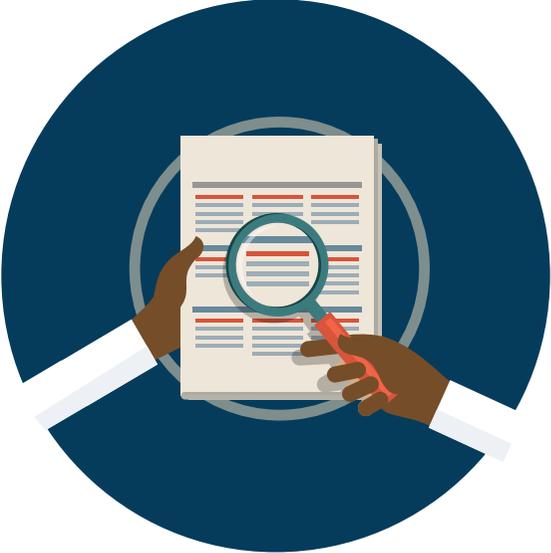


1 Diagnosis: Scenario Tool		2 Synthesis	3 Ideation	4 Action Planning
CLIENT	WORKPLACE ENVIRONMENT	DAILY SYNTHESIS SHEET		
PROVIDER & COLLEAGUES	HEALTH SYSTEM	GLOBAL SYNTHESIS SHEET		

Global Synthesis Sheet

<p>TIME</p> <p>120–150 minutes</p>	<p>DIFFICULTY</p> <p>Participants: EASY</p> <p>Facilitator: EASY</p>
<p>GOAL</p> <p>The Global Synthesis Sheet is designed to support the final analysis of the findings from the diagnostic process.</p> <p>It allows for final reflection and summarization of the influence factors, pain points, and opportunities. It also helps the core implementation team (CIT) frame these challenges and opportunities as questions to spark solution generation.</p>	<p>HOW DOES IT WORK?</p> <p>This template is divided into two sections:</p> <p>Section 1: will help the CIT synthesize the main influencing factors for each category of the system (i.e., client, workplace environment, provider and colleagues, health system, and community). It will also lead you to synthesize the main pain points, causes, and elements working well at each level.</p> <p>Section 2: will lead you to turn each of the system’s main pain points and opportunities into a “How Might We” question. The How Might We questions you develop are essential as they will guide your thinking process for generating potential solutions.</p>
<p>MATERIALS NEEDED</p> <ul style="list-style-type: none"> <input type="checkbox"/> The instructions booklet <input type="checkbox"/> All the completed daily synthesis sheets <input type="checkbox"/> Pen <input type="checkbox"/> One printed copy of the global synthesis sheet (more copies if you break into groups) 	<p>PARTICIPANTS & ROLES</p> <ul style="list-style-type: none"> <input type="checkbox"/> Number of Participants: The CIT members who conducted the diagnostic process (between six and twelve team members) <input type="checkbox"/> Roles: <ul style="list-style-type: none"> • One facilitator • One notetaker



Name of facility: _____

	1 CHALLENGES/WHAT WORKS WELL IN INFLUENCING FACTORS	2 HOW MIGHT WE QUESTIONS
DATE / /	<p>Based on key findings/highlights found in the daily synthesis sheets, select the top 3 influencing factors within each category of the system</p> <p>For each selected influencing factor, write down one pain point and one opportunity, and indicate whether it is a pain point or an opportunity.</p>	<p>Reframe pain points/opportunities into How Might We (HMW) questions to explore different solutions in the ideation phase. Prioritize and combine your points to form 1 HMW question per category.</p>
Client	<ul style="list-style-type: none"> <input type="checkbox"/> 1. Financial resources <input type="checkbox"/> 2. Demographic characteristics <input type="checkbox"/> 3. Attitudes, values, and beliefs <input type="checkbox"/> 4. Agency and power <input type="checkbox"/> 5. Expectations for care <input type="checkbox"/> 6. Health literacy and skills <input type="checkbox"/> 7. _____ <input type="checkbox"/> 8. _____ 	<p>NO. PAIN POINT/OPPORTUNITY</p>
Health System	<ul style="list-style-type: none"> <input type="checkbox"/> 1. Policies, guidelines and protocols <input type="checkbox"/> 2. Performance monitoring <input type="checkbox"/> 3. Provider support structures <input type="checkbox"/> 4. Promotion, transfer, and compensation <input type="checkbox"/> 5. Family planning prioritization <input type="checkbox"/> 6. Resource management <input type="checkbox"/> 7. _____ <input type="checkbox"/> 8. _____ 	<p>NO. PAIN POINT/OPPORTUNITY</p>
Provider & Colleagues	<ul style="list-style-type: none"> <input type="checkbox"/> 1. Empathy toward client <input type="checkbox"/> 2. Knowledge and skills <input type="checkbox"/> 3. Ability to make decisions and act <input type="checkbox"/> 4. Commitment <input type="checkbox"/> 5. Provider's identity in and out of the facility <input type="checkbox"/> 6. Values, beliefs and attitudes <input type="checkbox"/> 7. Gender competency <input type="checkbox"/> 8. _____ <input type="checkbox"/> 9. _____ 	<p>NO. PAIN POINT/OPPORTUNITY</p>

	1 CHALLENGES/WHAT WORKS WELL IN INFLUENCING FACTORS	2 "HOW MIGHT WE" QUESTIONS																																	
DATE / /	<p>Based on key findings/highlights found in the daily synthesis sheets, select the top 3 influencing factors within each category of the system</p> <p>For each selected influencing factor, write down one pain point and one opportunity, and indicate whether it is a pain point or an opportunity.</p>	<p>Reframe pain points/opportunities into "How Might We" (HMW) questions to explore different solutions in the ideation phase. Prioritize and combine your points to form 1 HMW question per category.</p>																																	
Workplace Environment	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 10%; text-align: center;">NO.</th> <th style="width: 60%; text-align: center;">PAIN POINT/OPPORTUNITY</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 1. Training and professional development</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 2. Resource availability</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 3. Physical environment of facility</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 4. Workplace culture</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 5. Leadership and management style</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 6. Feedback and recognition</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 7. Staffing levels and workload</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 8. Coordination between providers/departments</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 9. _____</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 10. _____</td> <td></td> <td></td> </tr> </tbody> </table>		NO.	PAIN POINT/OPPORTUNITY	<input type="checkbox"/> 1. Training and professional development			<input type="checkbox"/> 2. Resource availability			<input type="checkbox"/> 3. Physical environment of facility			<input type="checkbox"/> 4. Workplace culture			<input type="checkbox"/> 5. Leadership and management style			<input type="checkbox"/> 6. Feedback and recognition			<input type="checkbox"/> 7. Staffing levels and workload			<input type="checkbox"/> 8. Coordination between providers/departments			<input type="checkbox"/> 9. _____			<input type="checkbox"/> 10. _____			
	NO.	PAIN POINT/OPPORTUNITY																																	
<input type="checkbox"/> 1. Training and professional development																																			
<input type="checkbox"/> 2. Resource availability																																			
<input type="checkbox"/> 3. Physical environment of facility																																			
<input type="checkbox"/> 4. Workplace culture																																			
<input type="checkbox"/> 5. Leadership and management style																																			
<input type="checkbox"/> 6. Feedback and recognition																																			
<input type="checkbox"/> 7. Staffing levels and workload																																			
<input type="checkbox"/> 8. Coordination between providers/departments																																			
<input type="checkbox"/> 9. _____																																			
<input type="checkbox"/> 10. _____																																			
Community	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 10%; text-align: center;">NO.</th> <th style="width: 60%; text-align: center;">PAIN POINT/OPPORTUNITY</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 1. Community definition of quality care</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 2. Socio-cultural and gender norms</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 3. Health mis-information</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 4. Religious leaders and influences</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 5. Confidence community members have in the facility</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 6. Social stigma against certain groups</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 7. _____</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> 8. _____</td> <td></td> <td></td> </tr> </tbody> </table>		NO.	PAIN POINT/OPPORTUNITY	<input type="checkbox"/> 1. Community definition of quality care			<input type="checkbox"/> 2. Socio-cultural and gender norms			<input type="checkbox"/> 3. Health mis-information			<input type="checkbox"/> 4. Religious leaders and influences			<input type="checkbox"/> 5. Confidence community members have in the facility			<input type="checkbox"/> 6. Social stigma against certain groups			<input type="checkbox"/> 7. _____			<input type="checkbox"/> 8. _____									
	NO.	PAIN POINT/OPPORTUNITY																																	
<input type="checkbox"/> 1. Community definition of quality care																																			
<input type="checkbox"/> 2. Socio-cultural and gender norms																																			
<input type="checkbox"/> 3. Health mis-information																																			
<input type="checkbox"/> 4. Religious leaders and influences																																			
<input type="checkbox"/> 5. Confidence community members have in the facility																																			
<input type="checkbox"/> 6. Social stigma against certain groups																																			
<input type="checkbox"/> 7. _____																																			
<input type="checkbox"/> 8. _____																																			