

1 **Diagnosis: Scenario Tool**

2 **Synthesis**

3 **Ideation**

4 **Action Planning**



CLIENT	WORKPLACE ENVIRONMENT	DAILY SYNTHESIS SHEET
PROVIDER & COLLEAGUES	HEALTH SYSTEM	GLOBAL SYNTHESIS SHEET

Behavioral Blueprint

For health officers

TIME
90
minutes

DIFFICULTY

Participants:
EASY

Facilitator:
MEDIUM

Facilitator will have to lead the conversation and continuously make follow-up questions to dig deeper into the root causes of the challenges and opportunities.

GOAL

The Behavioral Blueprints will allow facilitators to:

- Support health officer in reflecting on barriers and facilitators to provider behavior by considering influence factors at all levels of the system
- Identify the influencing factors that are impacting provider behavior
- Develop diagrams that visualize the impact of different influencing factors on the provider behavior

HOW DOES IT WORK?

- 1** The facilitator will choose the theme and give the influencing factors cards to the participant to choose two influencing factors, one enabling and one preventing the provision of quality FP services.
- 2** The facilitator will ask questions to understand the reasons why these cards were considered enablers or of quality FP service delivery.

MATERIALS NEEDED

- The instructions booklet
- Copies of the Health Officers Behavioral Blueprint template for each team member
- Copies of the Influencing Factor cards for each core implementation team member using the behavioral blueprint, cut out
- Consent forms

PARTICIPANTS & ROLES

- Number of Participants:**
 - Two to five district/county health officers (in a group or one-on-one interviews)
- Roles:** (both fluent in the preferred languages of the health officers)
 - One facilitator
 - One notetaker



HEALTH SYSTEM

DIAGNOSIS

Place the selected
Enabling Influencing Factor Card
here.

Write down the selected Influencing Factor here:

Complete this section for the factor **enabling** the provision of good quality family planning services in the area.

Why does this impact the way in which services are provided to clients?

How could this factor help improve the quality of family planning services being provided at the facility?

Place the selected
Preventing Influencing Factor Card
here.

Write down the selected Influencing Factor here:

Complete this section for the factor **preventing** the provision of good quality family planning services to clients

Why does this impact the way in which services are provided to clients?

What is your role and the role of your colleagues and supervisors with this challenge?

COMMUNITY
INFLUENCING FACTOR



CONFIDENCE COMMUNITY
MEMBERS HAVE IN THE FACILITY

5

Write down the selected Influencing Factor here:

Confidence in the facility

Complete this section for the factor **enabling** the provision of good quality family planning services in the area.

Why does this impact the way in which services are provided to clients?

The confidence that the community has in the facility greatly impacts their willingness to visit, heed the advice of the providers, return for follow up / additional services, and recommend the facility (and potential certain methods) to others in the community.

How could this factor help improve the quality of family planning services being provided at the facility?

If the facility (and the providers) can increase confidence in the facility, it may increase empathy and open discussion between the patient and client, increase the likelihood of clients returning for a follow up visit, and overall community discussion around FP

COMMUNITY
INFLUENCING FACTOR



YOUTH-SPECIFIC
EXPECTATIONS

8

Write down the selected Influencing Factor here:

Norms on youth provision

Complete this section for the factor **preventing** the provision of good quality family planning services to clients

Why does this impact the way in which services are provided to clients?

Young women are often provided short term FP methods or no methods at all because FP methods are viewed as for those who already have children and their role, as young women, is to start bearing children

What is your role and the role of your colleagues and supervisors with this challenge?

The role of the provider is to ensure that young women can make their own informed choice based on their life goals (e.g., given all method options) and supervisors should ensure this is a policy (and adhered to) throughout the facility

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PROVIDER AND COLLEAGUES

TIME: 18 mins

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WORKPLACE ENVIRONMENT

TIME: 18 mins

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