| 1 Diagnosis: Scenario Tool | 2 Synthesis | 3 Ideation | 4 Action Planning |

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

**TOGETHER FOR EACH OTHER**

# Global Synthesis Sheet

**TIME**

## 120–150

minutes

**DIFFICULTY**

**Participants:** EASY

**Facilitator:** EASY

## GOAL

The Global Synthesis Sheet is designed to support the final analysis of the findings from the diagnostic process.

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.

## HOW DOES IT WORK?

**This template is divided into two sections:**

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.

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.

## MATERIALS NEEDED

☐ The instructions booklet

☐ All the completed daily synthesis sheets

☐ Pen

☐ One printed copy of the global synthesis sheet (more copies if you break into groups)

## PARTICIPANTS & ROLES

☐ **Number of Participants:** The CIT members who conducted the diagnostic process (between six and twelve team members)

☐ **Roles:**
- One facilitator
- One notetaker

**Name of facility:** _____

| | **1** CHALLENGES/WHAT WORKS WELL IN INFLUENCING FACTORS | | **2** HOW MIGHT WE QUESTIONS |
|---|---|---|---|
| **DATE** / / | Based on key findings/highlights found in the daily synthesis sheets, **select the top 3 influencing factors within each category** of the system | **For each selected influencing factor,** write down one pain point and one opportunity, and indicate whether it is a pain point or an opportunity. | 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. |
| **Client** | 1. Financial resources<br>2. Demographic characteristics<br>3. Attitudes, values, and beliefs<br>4. Agency and power<br>5. Expectations for care<br>6. Health literacy and skills<br>7. _____<br>8. _____ | NO.  PAIN POINT/OPPORTUNITY | |
| **Health System** | 1. Policies, guidelines and protocols<br>2. Performance monitoring<br>3. Provider support structures<br>4. Promotion, transfer, and compensation<br>5. Family planning prioritization<br>6. Resource management<br>7. _____<br>8. _____ | NO.  PAIN POINT/OPPORTUNITY | |
| **Provider & Colleagues** | 1. Empathy toward client<br>2. Knowledge and skills<br>3. Ability to make decisions and act<br>4. Commitment<br>5. Provider's identity in and out of the facility<br>6. Values, beliefs and attitudes<br>7. Gender competency<br>8. _____<br>9. _____ | NO.  PAIN POINT/OPPORTUNITY | |

| | **1**    CHALLENGES/WHAT WORKS WELL IN INFLUENCING FACTORS | | **2**    "HOW MIGHT WE" QUESTIONS |
|---|---|---|---|
| **DATE** <br> __/__ /__ | Based on key findings/highlights found in the daily synthesis sheets, **select the top 3 influencing factors within each category** of the system | **For each selected influencing factor,** write down one pain point and one opportunity, and indicate whether it is a pain point or an opportunity. | 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. |
| **Workplace Environment** | ☐   1. Training and professional development <br> ☐   2. Resource availability <br> ☐   3. Physical environment of facility <br> ☐   4. Workplace culture <br> ☐   5. Leadership and management style <br> ☐   6. Feedback and recognition <br> ☐   7. Staffing levels and workload <br> ☐   8. Coordination between providers/departments <br> ☐   9. _____ <br> ☐   10. _____ | NO.    PAIN POINT/OPPORTUNITY | |
| **Community** | ☐   1. Community definition of quality care <br> ☐   2. Socio-cultural and gender norms <br> ☐   3. Health mis-information <br> ☐   4. Religious leaders and influences <br> ☐   5. Confidence community members have in the facility <br> ☐   6. Social stigma against certain groups <br> ☐   7. _____ <br> ☐   8. _____ | NO.    PAIN POINT/OPPORTUNITY | |