

CLIENT

WORKPLACE ENVIRONMENT

DAILY SYNTHESIS SHEET

PROVIDER & COLLEAGUES

HEALTH SYSTEM

GLOBAL SYNTHESIS SHEET



Daily Synthesis Sheet

TIME

80–120
minutes

DIFFICULTY

Participants:
EASY

Facilitator:
EASY

GOAL

The daily synthesis sheets support the daily analysis of the diagnostic findings and learnings.

First, the tool allows the core implementation team (CIT) to reflect on and summarize the influencing factors participants mentioned and how they influence provider behavior. Second, a Point of View (POV) exercise enables the CIT to articulate initial insights in preparation for the global synthesis.

HOW DOES IT WORK?

This template is divided into two sections:

Section 1: helps you to synthesize the main influencing factors for each category of the system (i.e., client, workplace environment, providers 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: is a Point Of View sheet in which you will document your key takeaways from filling out section 1 of the daily sheet.

MATERIALS NEEDED

- The instructions booklet
- The diagnostic tools you used during the day, i.e., the scenario tool, behavioral blueprints, and observation guide
- Pen
- Two printed copies of the daily synthesis sheet

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 INFLUENCING FACTORS	2 PAINPOINTS AND CAUSES	3 WHAT WORKS WELL
DATE / /	What are some of the main influencing factors that you have identified so far that are impacting each category of the system?	What pain points (challenges, problems or needs) have you identified that can negatively influence the identified factors? What elements can you identify that are causing these painpoints? <i>Note: Please write the number of the relevant influence factor in the "No." column (e.g., write 3 to refer to health mis-information)</i>	What is working well in the influencing factors? Are there existing elements that could be opportunities for further improvement? <i>Note: Please write the number of the relevant influence factor in the "No." column (e.g., write 3 to refer to health mis-information)</i>
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. _____ 	NO. PAIN POINT CAUSES	NO. OPPORTUNITIES
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. _____ 	NO. PAIN POINT CAUSES	NO. OPPORTUNITIES
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. _____ 	NO. PAIN POINT CAUSES	NO. OPPORTUNITIES

Don't Forget: Use a star ★ to mark your key findings in steps 1&2. What did you discover? What were some surprising or most significant observations?
Keep track of these themes on the POV sheet (last page of this section) to find patterns and explore further.

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Workplace Environment	<ul style="list-style-type: none"> ■ 1. Training and professional development ■ 2. Resource availability ■ 3. Physical environment of facility ■ 4. Workplace culture ■ 5. Leadership and management style ■ 6. Feedback and recognition ■ 7. Staffing levels and workload ■ 8. Coordination between providers/departments ■ 9. _____ ■ 10. _____ 	<table border="1"> <thead> <tr> <th>NO.</th> <th>PAINPOINT</th> <th>CAUSES</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	NO.	PAINPOINT	CAUSES																												<table border="1"> <thead> <tr> <th>NO.</th> <th>OPPORTUNITIES</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>	NO.	OPPORTUNITIES																							
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Community	<ul style="list-style-type: none"> ■ 1. Community definition of quality care ■ 2. Socio-cultural and gender norms ■ 3. Health mis-information ■ 4. Religious leaders and influences ■ 5. Confidence community members have in the facility ■ 6. Social stigma against certain groups ■ 7. _____ ■ 8. _____ 	<table border="1"> <thead> <tr> <th>NO.</th> <th>PAINPOINT</th> <th>CAUSES</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	NO.	PAINPOINT	CAUSES																															<table border="1"> <thead> <tr> <th>NO.</th> <th>OPPORTUNITIES</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>	NO.	OPPORTUNITIES																				
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POINT OF VIEW SHEET: Complete each statement based on findings from every category (pages 2-3 of this tool). This will help you synthesize the gathered information into key takeaways.

DATE / /	Client	Workplace Environment	Providers & Colleagues	Health System	Community
	WE WERE SURPRISED TO NOTICE...	WE WERE SURPRISED TO NOTICE...	WE WERE SURPRISED TO NOTICE...	WE WERE SURPRISED TO NOTICE...	WE WERE SURPRISED TO NOTICE...
	WE WONDER IF THIS MEANS...	WE WONDER IF THIS MEANS...	WE WONDER IF THIS MEANS...	WE WONDER IF THIS MEANS...	WE WONDER IF THIS MEANS...
	IT WOULD BE GAME CHANGING TO...	IT WOULD BE GAME CHANGING TO...	IT WOULD BE GAME CHANGING TO...	IT WOULD BE GAME CHANGING TO...	IT WOULD BE GAME CHANGING TO...

Don't Forget: Use the key findings you marked with a star ★ in the previous sheets to complete this sheet.