

Handouts—Module 2

Mission, Vision, and Scanning the Current Situation

- 1. Using the Challenge Model (p. 2-16)**
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- 3. Focus Group Guiding Questions (p. 2-18),**
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USING THE CHALLENGE MODEL

STEP 1

Review your organizational mission and strategic priorities

With your team, agree on a common understanding of your organization's mission and strategic priorities. This understanding will help shape your vision within the context of your organization's priorities.

STEP 2

Create a shared vision of the future

With your team, imagine what you and others envision when your team has made its contribution to improvements in your organization's strategic priorities. This shared vision will inspire the team to face each new challenge.

STEP 3

Assess the current situation

With your team, scan your internal and external environments within the context of your organization's priorities. Consider such factors as the prevalence of the health problem, government policies, and current interventions. This will help you form an accurate picture of the conditions that can affect your team's progress toward your shared vision.

STEP 4

Agree on one measurable result

Based on your organization's priorities and your current situation, define a measurable result that can be achieved within the time frame of this ICRC-LDP. This desired measurable result is what will drive your work together and allow you to monitor and evaluate your progress toward achieving it.

Your team will most likely need to adjust the result as you gain more information about the current situation and the obstacles you need to overcome.

STEP 5

Identify the obstacles and their root causes

Make a list of obstacles that you and your team will have to overcome to reach your stated result. Consider gender equity issues, access issues for persons with disabilities, and the four broad categories into which most obstacles fall: policies and procedures; providers; equipment, infrastructure, and supplies; clients and communities. Use a root cause analysis tool to make sure you are addressing the causes and not just the symptoms.

STEP 6

Define your key challenge

State what your team plans to achieve (your measurable result) in light of the root causes of the obstacles you have identified. (It helps to begin your challenge statement with: "How will we...?")

STEP 7

Develop an Action Plan

Develop an Action Plan that lists the priority actions needed to meet your challenge. Include estimates of the human, material, and financial resources needed and the time line for implementing your actions.

STEP 8

Implement your plan, monitor progress, and evaluate results

Work together as a team to implement the plan. Regularly monitor your progress toward your measurable result and, at the end, evaluate your result.

CLIENT EXIT INTERVIEW

Introduction to Clients:

We want to learn how to make this health facility serve its clients in the best way it can. Can you please answer a few questions so that we can learn from your experience about what is needed at this facility?

Questions:

1. How did you learn about this center?

2. To your knowledge, how accessible is information about this center to persons with different types of disabilities in the community?

3. How often do you come here?

4. Why do you choose to come to this facility as opposed to another facility?

5. What do you like/dislike about the services at this facility?

6. What is the most important reason you use this facility? Why is that important for you?

7. What are the next most important reasons you would use, or not use, this facility?

8. How do you feel when you visit this center?

9. What would you recommend to improve the physical accessibility of this center? What would you recommend to improve communication and information accessibility for persons with disabilities at this center?

10. What do you think a rehabilitation provider should do for his/her clients?

FOCUS GROUP GUIDING QUESTIONS

Group:

Composed of 5–10 participants from the community who use center's rehabilitation services. The process can take from half an hour to one hour. Have someone in the room with you who can take notes as participants respond to the questions.

Begin: Introduce yourself and say:

- I am here to learn about the rehabilitation needs in your community and your expectations of your rehabilitation service facility.
- I am going to ask several questions.
- We want to hear both what is working well and what needs to be improved, so please speak freely.

Questions:

1. What are the most important rehabilitation needs in this community? How are those needs being met?

2. What are your reasons for coming to the rehabilitation center?

3. How did you learn about this rehabilitation center?

4. How accessible is information in your community to persons with different types of disabilities?

5. What is your experience when you are at the facility?

- What is good?
- What needs improvement?

6. If you were to give advice to the care providers, what would you tell them?

7. Do you have recommendations to improve the physical accessibility of this rehabilitation center?

- Do you have recommendations to improve the communication and information accessibility for persons with disabilities at this center?

8. What do you tell others about the rehabilitation center?

- Do you recommend that they use the facility?
- Why do you recommend it? OR Why do you not recommend it?

9. What other services would you like to see here that you have seen or hear about somewhere else?

- Why would you like that? What else?

10. If you were to describe the best rehabilitation facility, what would it be like?

11. What have you seen yourself, or heard about, that happened in the rehabilitation facility that you would NOT like to see happen to you or to anybody else?

12. What would you describe as the worst thing in the rehabilitation center? Why?

13. If you have the chance to change something in the rehabilitation center, what would you like to change or see done differently?

- What would be the first thing to change? Why?
- What would come after that? Why?
- What else? Why?

COMMON DATA SOURCES

1	POLICY OR GOVERNMENTAL PROGRAM LEVEL	<ul style="list-style-type: none"> ■ Official documents and records (legislative and administrative documents) ■ National budgets or other accounts ■ Policy inquiries ■ Websites
2	SERVICES LEVEL	<ul style="list-style-type: none"> ■ Facility records (service statistics, HMIS data, financial data) ■ Inventories or facility assessment surveys ■ Provider performance or competency assessments, training records, quality-of-care data ■ Client visit registers
3	POPULATION LEVEL	<ul style="list-style-type: none"> ■ Government census ■ Vital registration systems (birth and death certificates) ■ Sentinel surveillance systems ■ Household or individual surveys
4	INDIVIDUAL LEVEL	<ul style="list-style-type: none"> ■ Case surveillance for specific diseases ■ Medical records ■ Interview data (e.g., client exit interviews) ■ Observation of provider-client interactions



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