



Community Scorecard

Scorecard Facilitator Training





Session I: Welcome

Agenda

Session


AM

- Welcome
- Scorecard Overview
- Scorecard Standard Operating Procedures and the Facilitator Role
- Scorecard
- Practice: *Scorecard Review Meeting* Facilitation

Lunch

PM

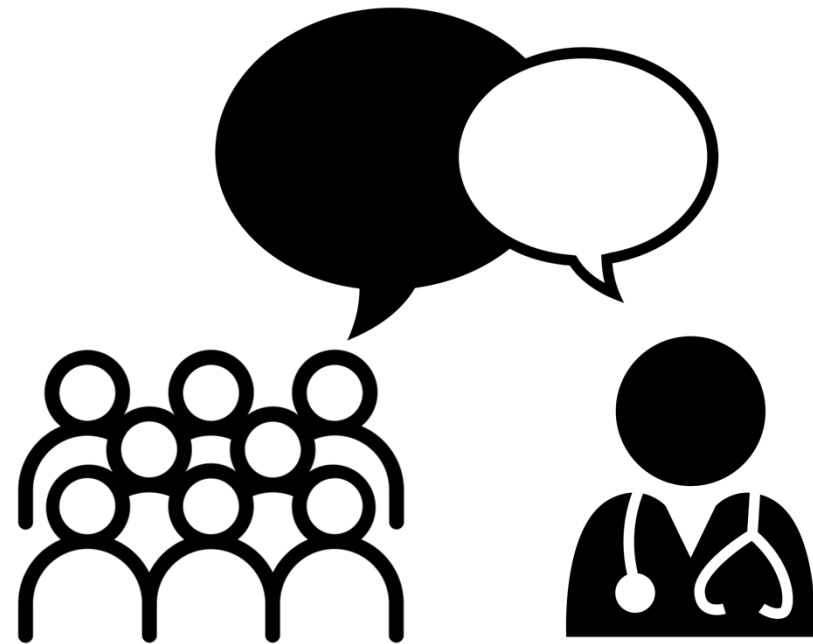
- Practice: *Scorecard Review Meeting* Facilitation
- Scorecard Dashboard
- Action Plans and Data Collection & Submission
- Wrap Up



Session 2: Scorecard Concept Overview

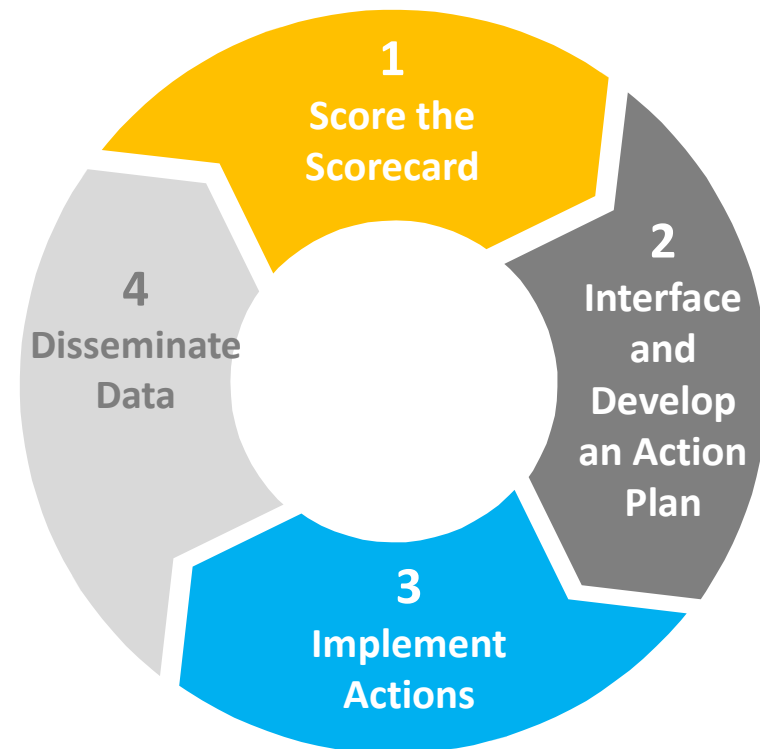
What IS a community scorecard?

A two-way and ongoing participatory tool for assessment, planning, and monitoring and evaluation of health services.

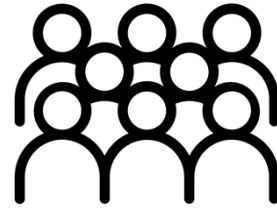


How does a scorecard work?

Scorecard is a four-phase process focused on continuous improvement.



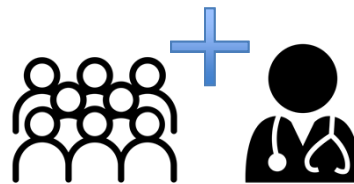
How does a scorecard improve services?



Communities can provide feedback directly to facilities.



Facilities get a direct link to communities.

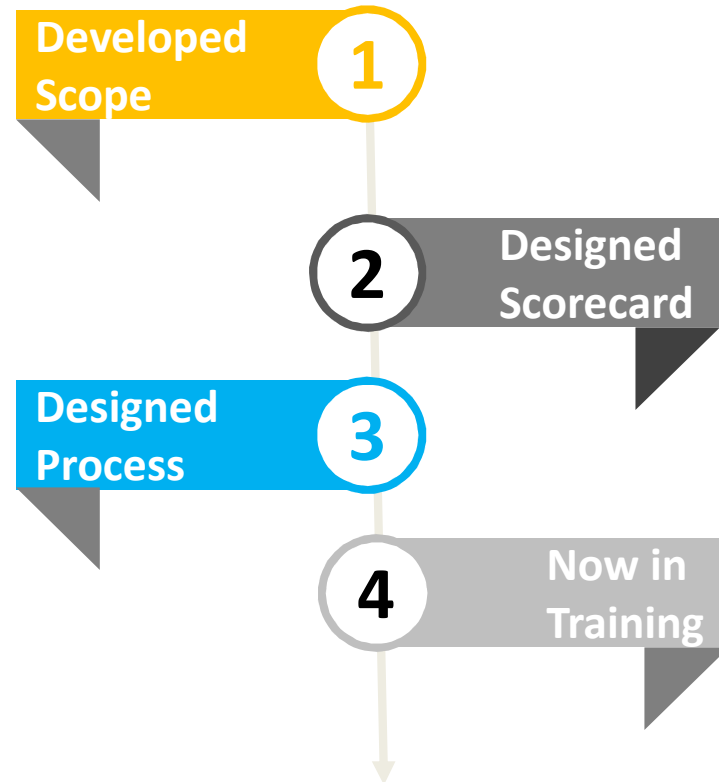


Together they partner to identify and implement improvement actions.

How did we develop this scorecard?

[Insert the health goal that you seek to achieve with the scorecard]

Timeline:



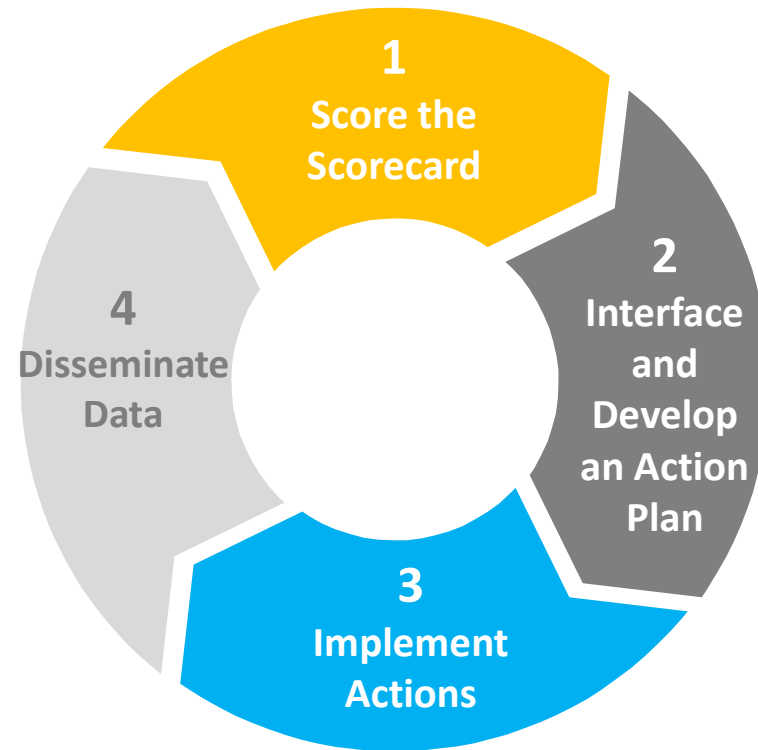
What is the scope of this scorecard?

- Area of focus:** *[Provide text explaining the area within the health system that the scorecard will focus on]*
- Health goal:** *[Insert health goal that you seek to achieve with the scorecard]*
- Participating Health Facilities:** *[List participating health facilities]*
- Community Populations:** *[List focus community populations]*
- Administrators:** *[List organizations/individuals who will be administering the scorecard]*

Session 3:

Scorecard Standard Operating Procedures and the Facilitator Role

What are the “ins and outs” of how the scorecard works?




The Standard Operating Procedures (SOP) appendix is in your Scorecard Toolkit.

10
mins

Small Group Activity: *SOP Review*

Instructions:

1. Divide into 4 groups.
2. Each group is assigned a phase of the scorecard SOP (score, interface/develop action plan, implement action plan, disseminate data).
3. Study your assigned phase and prepare to teach the large group about it.



The Standard Operating Procedures (SOP) appendix is in your Scorecard Toolkit.

What is my job as a scorecard facilitator?

Scorecard Facilitator:

1. Facilitate *Community Scorecard Review Meetings*
2. Facilitate *Healthcare Facility Provider Scorecard Review Meetings*
 - Take notes and collect scores in both meetings using the scorecard.
3. Facilitate *Scorecard Interface Meetings*
 - Take notes and collect scores in the interface meeting and come to agreement on an aggregate score for the scorecard.
 - Facilitate the development of an action plan.
4. Share Scores and Action Plan with the Scorecard Manager
5. Follow up with *Communities/Facilities* on the Action Plans between Review Meetings



Session 4: The Scorecard

What is in our scorecard?

Remember:

Area of focus: *[Provide text explaining the area within the health system that the scorecard will focus on]*

Health goal: *[Insert health goal that you seek to achieve with the scorecard]*

INSERT SCREENSHOT OF YOUR
SCORECARD

10
mins

Small Group Activity: Scorecard Review

Instructions:

1. Divide into small groups of 4 to 5.
2. Explore the scorecard and discuss in your small group:
 - *Why each indicator was selected*
 - *What do you think the indicator will measure*
 - *How do you think participants might respond to the indicator and interpret it*
3. Be prepared to share your ideas with the large group.

10
mins

Small Group Activity: *Rating Scale Review*

Instructions:

1. Divide into small groups of 4 to 5.
2. Examine the scorecard rating scale.
3. Practice rating several indicators:
 - *Rate an indicator “acting” as a community member*
 - *Rate it again as a healthcare facility provider*
4. Be prepared to share your ideas with the large group.

Session 5:

Practice: *Scorecard Review Meeting* Facilitation

What is the *Scorecard Review Meeting?*



The Scorecard Review Meeting Guide is in the appendix of your Scorecard Toolkit.

20
mins

Small Group Activity: *Practice Facilitating the Review Meeting*

Instructions:

1. Divide into small group
2. Review the *Scorecard Review Meeting Guide*.
3. Each person in the group takes **5 minutes to practice** facilitating the rest of the group in scoring the scorecard.

As you facilitate, remember to:

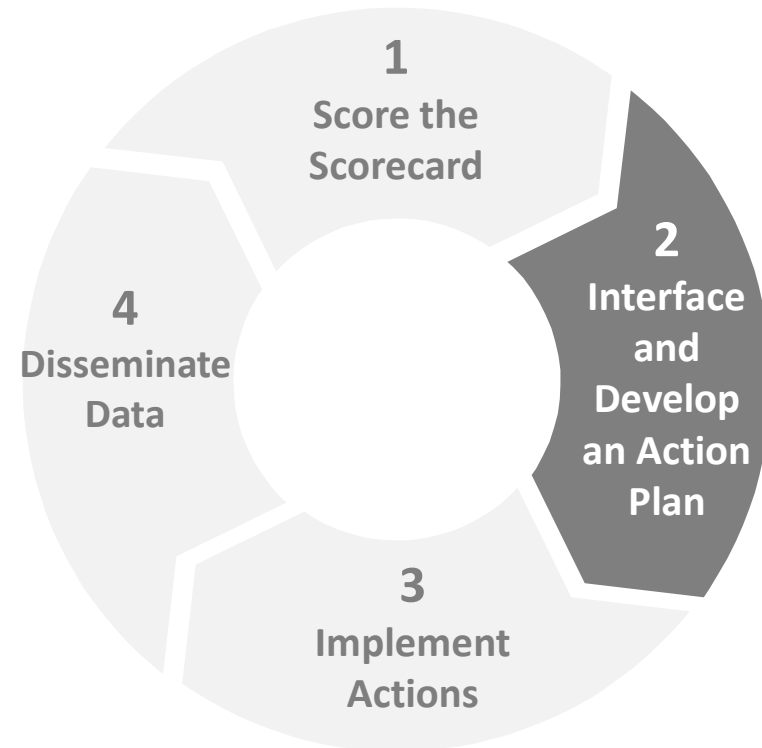
- Follow the guide
- Take notes
- Achieve consensus in the group around a score for each indicator
- Keep the discussion from focusing on blaming and finger pointing
- Stay focused on being a facilitator and do not get involved in the scoring

Session 6:

Practice: *Scorecard Interface*

Meeting Facilitation

What is the *Scorecard Interface Meeting?*



The Scorecard Interface Meeting Guide is in the appendix of your Scorecard Toolkit.

20
mins

Small Group Activity: *Practice Facilitating the Interface Meeting*

Instructions:

1. Divide into small group
2. Review the *Scorecard Interface Meeting Guide*.
3. Each person in the group takes **5 minutes to practice** facilitating the rest of the group in scoring the scorecard.

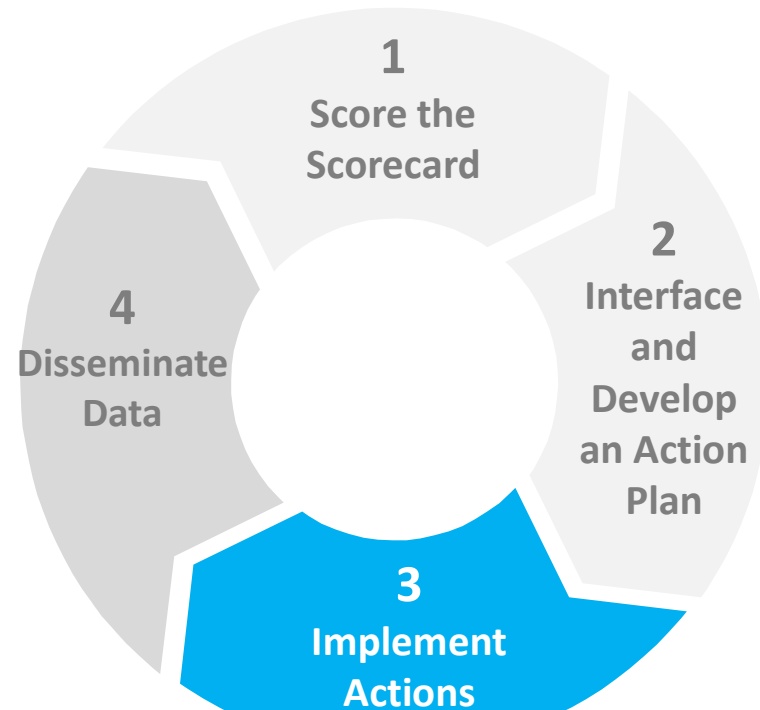
As you facilitate, remember to:

- Follow the guide
- Take notes
- Achieve consensus in the group around a score for each indicator
- Keep the discussion from focusing on blaming and finger pointing
- Stay focused on being a facilitator and do not get involved in the scoring



Session 7: Scorecard Dashboard

What is the role of the Dashboard?



INSERT SCREENSHOT OF YOUR DASHBOARD

Small Group Activity: *Dashboard Analysis*

15
mins

Instructions:


1. Divide into small groups of 4 to 5.
2. Explore the dashboard, which has sample data in it.
3. As a group, answer the following:
 - *What is the story each part of the dashboard is trying to tell?*
 - *What decisions can you make with this dashboard?*
 - *What stories does this sample data tell?*
 - *What actions could you take based on the sample data?*

Small Group Activity: *Dashboard Analysis Facilitation*

20
mins

Instructions:

1. Return to your small groups.
2. As if you were in a *Scorecard Interface Meeting*, each person in the group takes **5 minutes to practice** facilitating the rest of the group in analyzing the dashboard.
3. Facilitate your small group in answering the following:
 - *Do you see trends in the data?*
 - *What decisions might you take based on this data?*



Session 8:
Action Plans and Data
Collection & Submission

What is the role of the action plan?



Scores > **Action** > **Change!**

What is the
action plan
template?

INSERT SCREENSHOT OF YOUR
ACTION PLAN TEMPLATE

What tool
do we use
to collect
and report
scorecard
and action
plan data?

INSERT SCREENSHOT OF YOUR
DATA COLLECTION TOOL

What is our data management plan?

Tools Used:

[List the tool we use to collect data]

Data Access:

[List who has access to scorecard data]

Dashboard Access:


[List who has access to dashboard data]

Dissemination Tools:

[List how the scorecard data / dashboard are shared]

Approval:

[List who approves scorecard data / dashboard]



Session 9: Wrap Up & Next Steps

Wrap Up & Next Steps

Wrap Up

- How do you see the scorecard tool improving performance in your assigned communities?
- What is one thing you learned today that surprised you?
- Do you have any questions?

Next Steps

- [List here next steps related to the scorecard roll-out that are relevant to your group and deployment process]*

Thank you!

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