

WorkHORSE Workshop programme and script examples

We present here an example of the programme and script used in the WORKHORSE project workshops. The “programme” is a participant-facing document; the “script” is a researcher-facing document.

A1.1 Example Detailed script used for workshops during the stakeholder engagement process

STAKEHOLDER ENGAGEMENT WORKSHOP 2 Programme

Objectives

1. To develop a common understanding of priorities for the model functionality
2. To develop a good understanding of how alternative implementations of health checks can be modelled through the seven input parameters of the model
3. To obtain a clear specification on outputs/visualisations in terms of immediate accessibility required by stakeholders

Outcomes

1. To have demonstrated the type of interventions that can be modelled
2. To have achieved an initial coproduced scenario
3. To have presented some standard scenarios and developed an understanding of stakeholders output requirements
4. To inform workshop 3 which will focus on co-production of scenarios (i.e. consolidation of concepts from workshop 2)

workHORSE Health Checks Model Building - Workshop 2 Draft Plan

NB. SP will be facilitating the workshop

10.00 – 11.00 **FOR NEW STAKEHOLDERS (OPTIONAL)** ARRIVAL AND COFFEE
NAME/ORGANISATION BADGES (10 mins) INTRODUCTIONS – each person says name;
where from; most desired “well known” dinner companion (SP) (10 mins) AND presentation
re: workHORSE (MOF) (10 mins) AND Summary of workshop 1 Activities and Outcomes
(CK/LH/FLW) () (10 mins CK/10 mins LH/FLW)) AND Questions/Feedback (10 mins)

MORNING SESSION MIXED GROUPS PER TABLE (LOCAL/REGIONAL/NATIONAL)

11.00 – 11.15 ARRIVAL AND COFFEE (15 Mins) (REGISTRATION AT EXTERNAL DESK – INCLUDING NAME/ORGANISATION BADGES (for 11am arrivals) and collect/complete consent forms (for “NEW” Stakeholders) (FB & MG-C)

11.20 – 11.30 **Welcome (10 mins)** (inc. overview of the day, why they have been invited, what they will get out of attending) **and Introductions** (Team Members/Lay Advisers – who we are and what our role will be during the workshop), housekeeping (fire alarms/toilets) ground rules and overview of the workshop **SP/MOF/ALL of team to introduce themselves**

11.30 – 11.40 **Ice Breaker (10 Mins)** Ask everyone in the room to form a line based upon where they were born from North to South (within countries and world **SP**

11.40 – 11.55 (15 Mins) Each **participant introduces** the participant next to them and say where they are from **SP**

11.55 – 12.10 Present our response to Workshop 1 Activity 2 “*what will make WORKHORSE a useful tool*” based upon MOSCOW approach – what we must/should/could/would do and manage their expectations based upon MOSCOW approach (Slides) (MOF LEAD with support from FLW and LH)

1. What stakeholders said/summary of findings from Activity 2 (5 mins)
2. Develop stakeholders’ understanding of how what they have proposed so far links to the seven parameters of the model. What the model can provide based upon feedback, using MOSCOW approach; (5 Mins)
3. Questions/comments/Agreement? relating to presentation (5 mins)

12.10– 12.40 ACTIVITY 1 (see Activity 1 for instructions) – To enable stakeholders to consider alternative HC implementations and practice modelling these implementations leading to a blueprint for co-produced scenario(s) (25 Mins) Introduction/explanation (10 mins) In groups (20 minutes) (Slides explaining activity) (Objectives 1 and 2) **CK to introduce/ co-ordinate with support**

from team. MODELLING TEAM TO FLOAT BETWEEN TABLES to guide and assist (MOF;CK;MG-C;BC)

12.40 – 13.10 (30 mins) Feedback from groups (20 mins) then whole group comment ON USABILITY/USEFULNESS, SCRIBES (LH/FLW) TO WRITE DOWN FEEDBACK FLIPCHART (10 mins) SP/CK to invite feedback with support from rest of team

Ask to complete and hand in expenses form to Fran during lunch break SP

13.10 – 13.40 LUNCH and networking

AFTERNOON SESSION GROUPS PER TABLE REARRANGED TO REPRESENT LOCALITY (LH/FLW to rearrange)

13.40 – 13.50 Welcome back Activity to get participants motivated (SP) (4 mins), summary of morning (key points), introduction to afternoon (6 mins) MOF

13.50 – 14.00 ACTIVITY 2 - OUTPUTS AND VISUALISATION Outputs and Visualisation (Slides) (CK)

1. Presentation/explanation of potential model outputs (10 Mins)

14.00 – 14.45– Explain activity **(to priority rank based upon usefulness for decision making, including blank cards for their own priorities)** Stakeholders take part in group exercise **(In Groups of 4/5)** to reach consensus for outputs. Provide outputs ask stakeholders to rank/assess them in terms of importance (need to identify who they are (i.e. National/Regional/Local AND Commissioner, clinician etc.) to include feedback from groups if time allows **(45 mins)** **(Slides explaining activity)** **(Objective 3)** **(see Activity 2, page 5 for instructions)** **SP to introduce with support from team (i.e. wall builders) (BC/CK to Facilitate)**

14.45 – 14.50 COFFEE BREAK

14.50 – 15.10 – Feedback from individual groups if not done before coffee break and time allows (10 mins) and whole-group discussion (10 mins) SP to invite feedback with support from rest of team (i.e. wall builders)

15.10 – 15.25 Presentation/demonstration website (15 mins) – to include where the model will be accessed. To create a platform for stakeholders where they can familiarise themselves with the model and provide feedback (i.e. a “web forum” for stakeholders). PHIL COUCH

15.25 – 15.35 Feedback/Comments stakeholders (10 mins)

15.35 – 15.45 a. Completion of evaluation form (10 mins) (SP with support from FLW/LH)

b. Reminder to complete and hand in expenses form to Fran before leaving. SP

15.45 – 16.00 **Summary/Overview of the day (10 mins) (MOF) (Slides??)**; what happens next (i.e. model development/ overview of workshop 3/continued feedback via website);

- *Sum up and review agenda.* Restate the major points that the workshop covered and revisit the agenda to identify any areas left uncovered; summarise workshop outcomes; inform how the results will be used; what is expected from them moving forward
- *Next steps:* Inform that the workshop feedback and actions will be collated and circulated to all participants (encourage them to share with colleagues) and provide comments if they wish. Also, encourage participants to email after the workshop if they have any further thoughts and ideas they wish to share.

SP to finish day (5 mins)

Any questions

Thank you for attending

ACTIVITY 1 – To enable stakeholders to consider alternative HC implementations and practice modelling these implementations leading to a blueprint for co-produced scenario(s)

Purpose: To help stakeholders understand how scenarios can be modelled by practising the development of HC implementations in this context

Time: Activity time: 60 minutes

Materials needed:

1. Laptops: One for each group (no = 4 – 5)
2. Flipchart and paper and pen for scribe to record feedback
3. Tape recorder to record individual/group feedback/discussion
4. MODELLING TEAM TO FLOAT BETWEEN TABLES to guide and assist (MOF;CK;MG-C;BC)

Roles:

1. Facilitator **(CK)**
2. Scribes **(LH/FLW)**
3. Runners (LH/FLW and Lay Advisers)

Steps:

1. The facilitator (CK) describes the task then demonstrates how an alternative HC implementation can be modelled using the graphical user interface of the model. Participants are invited to ask questions for clarification before proceeding with the task (10 mins)
2. The facilitator (CK) will provide each group with a scenario (from Scenario A, B, C) and asks participants in their mixed groups (i.e. National/Regional/Local) to model the scenario they have been allocated, recording their activity on the flip chart paper provided (20 mins). **NOTE 5 LAPTOPS WILL BE REQUIRED (1 FOR EACH GROUP)**

3. Three groups (Scenario A, B, C) are invited to present to other participants how they have “modelled” their HC scenario, asking the other group who modelled the same scenario to provide feedback if they have done anything differently/anything to add. Then invite comment from other groups in relation to the approach used. (20 mins)
SCRIBE(S) (LH/FLW) TO WRITE DOWN FEEDBACK ON USABILITY/USEFULNESS
FLIPCHART
4. All participants are invited to provide feedback regarding their experiences using the model and suggest potential improvements or other relevant feedback. SCRIBE(S) (LH/FLW) TO WRITE DOWN FEEDBACK ON USABILITY/USEFULNESS
FLIPCHART (10 mins)

Outputs:

- List of candidate HC implementation options
- List of HC implementation options helpful for the model building
 - Stakeholders with an increased understanding of modelling or HC implementation
 - Basis of a first prototype co-produced scenario (we take away and further develop)

ACTIVITY 2 – MODEL OUTPUTS AND VISUALISATION (Objectives 3) To present model outputs and visualisations and obtain feedback about required relevance and requirements

Purpose: To rank the importance of model outputs and visualisations, which will make WORKHORSE a useful tool for stakeholders.

Time: Total time: 75 mins. Preparation/explanation time: 10 minutes Activity time: 45 minutes (to include three rounds of the graphs and obtain scores; feedback from groups to be included if time allows); Feedback time and Discussion 20 minutes

Materials:

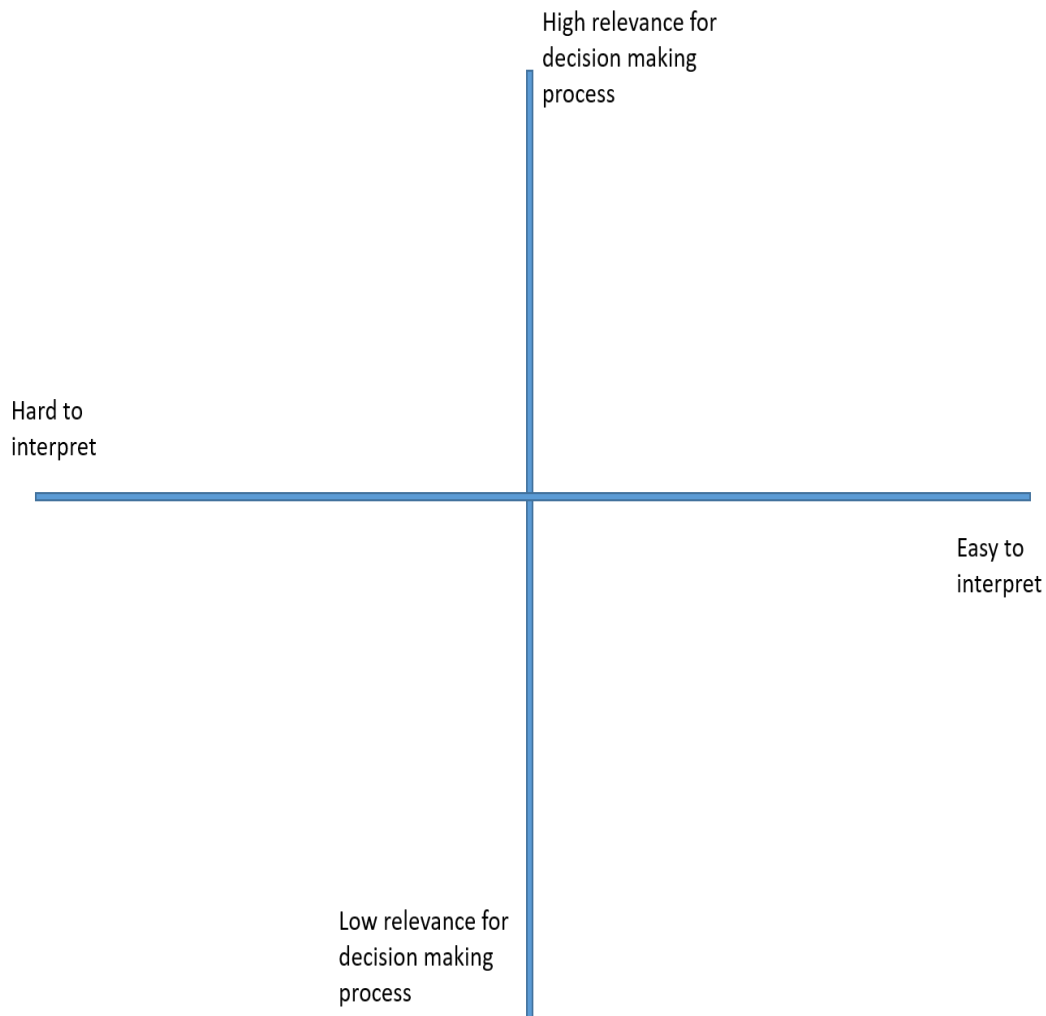
1. Cards with written outputs for each group. Cards will have a table key identifier
2. Blue “marker” pens for creating the wall and labels for the axes on the wall (as backup to computer figure)
3. Tape recorder to record individual and whole group feedback/discussion

Roles:

1. Facilitator with knowledge of the topic **(CK/BC)**
2. Scribe/recorder to document the session **(LH/FLW)**
3. Wall builder(s) **(MG-C)**
4. Runners (Lay Advisers)

Steps:

1. The following figure is drawn in a wall (with tape) or in a big whiteboard **OR PRODUCED ON THE COMPUTER SCREEN** (the two components will be discussed as separate scales, i.e. Hard to Interpret to Easy to Interpret (-3 to +3), then Low relevance to decision making to High Relevance to Decision making (-3 to +3))



2. Each group of stakeholders (4 to 5) will be given cards with individual outputs/visualisations written on each card (Total = 8; 6 identified (+ 2 blanks for stakeholders own if time allows), relating to the three overarching outputs: Effectiveness; Cost-Effectiveness; Equity.
3. The facilitator will explain each overarching output separately, then asks the groups to discuss in turn each card (**will be told to limit discussion per card to 3 mins each, will be given a one-minute warning by facilitator**). After all the outputs have been discussed, each group will present their scores; individual group scores will be recorded on to an excel spreadsheet; the card representing the average score for the whole group will then be placed on the FIGURE. This process will be repeated for each output. For each card, I want you to do the following:
 - a. describe the output or visualisation,
 - b. identify how easy or hard it is to interpret (scores ranging from -3 to 3)

- c. how much impact or relevance the output/visualisation might this have on your decision-making process for HC (scores ranging from -3 to 3)
4. After all the groups presented their scores, there will be a group discussion to discuss whether the outputs and visualisations in the quadrant represent their views or whether they want to move them and why (if time allows, otherwise after the coffee break).
5. **DURING THE COFFEE BREAK** the wall builder **(M G-C)** places the output/visualisation on the excel spreadsheet in the quadrant that matches the views of the group
6. **AFTER THE COFFEE BREAK** The facilitator then clarifies with the other groups if they agree with the decision. If other groups have a different opinion on where the output/visualisation fits, they can open the discussion on their choice of card again on their turn.
7. Reflect to the group your observations about the potential output/visualisations.
8. Scribe/recorder records comments regarding the discussion

Outputs:

- To have achieved consensus on the importance/significance of outputs/visualisations for the workHORSE HC Model