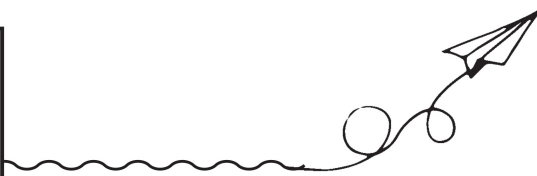


SOLVE



The SOLVE Approach

The SOLVE approach is used for problem-solving at various management and community levels. A set of cards are created and each card has a root cause. It is a part of an **integrated** approach to facilitate **accountability, decision making, and actionable insights** with the providers and managers at the different administrative levels using existing data and limited resources. The SOLVE cards are based on the **WHO framework** that describes health systems in terms of six core components or “building blocks”:

(i) service delivery, (ii) health workforce, (iii) health information systems, (iv) access to essential medicines, (v) financing, and (vi) leadership/ governance

The SOLVE card process follows 5 key steps:

- ♦ **S**elect your key problem
- ♦ **O**bstruction identification (root cause)
- ♦ **L**ocate solution
- ♦ **V**olunteer key person and deadline; Take photo
- ♦ **E**xecute (and evaluate)

Objective:

The Objective of the SOLVE card process is to **assist in the outline and implementation of an integrated response that links management and community action**; is informed by data, and is focused on strengthening the HIV service delivery platform at facility and community levels.

- ⌘ Service facilities: ICTC, ART, PPTCT, DMC/DOTS, DSRC, and TI/DIC
- ⌘ Service user and service providers

The primary focus of SOLVE cards is to **identify root causes of issues** that exist in the system and **generate consensus on implementable solutions**, vetted by the community.

SOLVE



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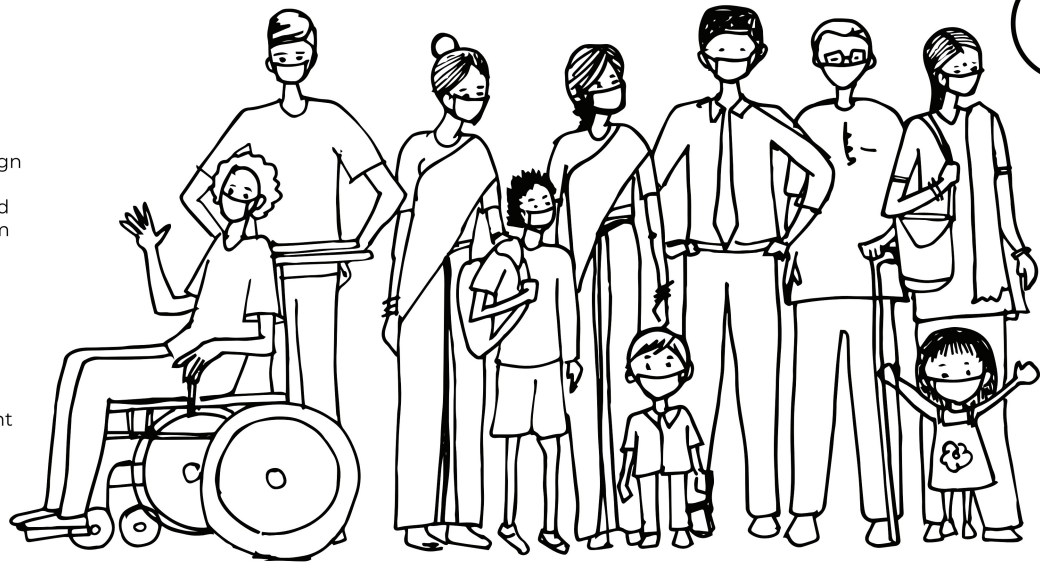
Objective:



The purpose of the SOLVE Card process is to support the design and implementation of an integrated response that links management and community action; is informed by data; and is focused towards strengthening the service delivery platform at facility and community levels.

- ⌘ Service facilities include: ICTC, PPTCT, ART, DMC/DOTS, DSRC, TI/DIC and OST
- ⌘ Service beneficiaries and service providers

The key objective is to identify root cause/s to issues in HIV service delivery and generate implementable solutions, in joint consultation with service providers and service consumers vetted by the larger community.



SOLVE

Here is a SOLVE process guide:

Step 1

Select your key problem

WHAT: The first step is to pinpoint the key problem that the cards will help address.

WHEN: This step can be undertaken before the implementation begins or during the implementation, at the review meeting.

WHERE: At a review meeting or a stakeholder meeting. In case neither is happening, the team could call for a meeting involving all stakeholders.

LEVEL: This is applicable at all administrative levels (Facility, Ward, LGA and State)

WHO: This step may be done by the point person facilitating the administrative level meeting or the manager of that unit level

How?

The first step is identifying the problem. This can be done through multiple methods. Please choose one or a combination of methods that might be helpful.

- ⌘ The visual scorecards give an overview of the indicators that need prioritization.
- ⌘ Discussion with the relevant stakeholders in the form of review meetings to identify key issues.

Step 2

Obstruction identification (root cause)

WHAT: Once the problem is identified, the next step is breaking down the problem to get to the root cause of the problem. *I feel this needs elaboration so that one reaches the root cause. Digging deeper and deeper till you reach a stage where there are no further causes are identified*

WHEN: After problem identification. It could happen on the same day or another day.

WHERE: Administrative unit level review meetings, for eg: Ward level reviews, or a sentinel event review. In case neither is happening, the team could call for a meeting involving all stakeholders. **LEVEL:** This is applicable at all administrative levels (Facility, Ward, LGA and State)

WHO: This step must include all attending stakeholders.

SOLVE

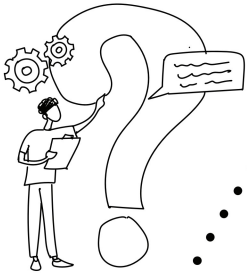
How?

For identifying the root cause, use one or more of the tools mentioned.

The SOLVE cards are multifunctional and may be used in the review meetings to identify the cause. To use it

- ⌘ Lay the cards on a table with the problem side facing up.
- ⌘ Convene the team, discuss the agenda.
- ⌘ Go around the room to pick up cards that are most relevant.

SOLVE



Step 3

SOLVE

Locate solution

WHAT: Use the root cause to identify one or more potential solutions.

WHEN: This should happen on the same day when root cause analysis happens.

WHERE: Administrative unit level review meetings, for eg: Ward level reviews, or a sentinel event review. In case neither is happening, the team could call for a meeting involving all stakeholders.

LEVEL: This is applicable at all administrative levels (Facility, Ward, LGA and State)

WHO: This step must include all attending stakeholders.

How

Look up the solutions in the Solve cards provided to you by turning the card around. If none of the solutions are relevant to your problem, you can add your own unique solution to the cards.



Step 4

SOLVE

Volunteer key person and deadline; Take photo

WHAT: Once the solution is identified, a deadline and a point person to be assigned to implement the solution through a work plan.

WHEN: This should happen the same day when root cause analysis and SOLVE solutions are identified.

WHERE: Administrative unit level review meetings, for eg: Ward level reviews, or a sentinel event review. In case neither is happening, the team could call for a meeting involving all stakeholders.

LEVEL: This is applicable at all administrative levels (Facility, Ward, LGA and State)

WHO: This step must include all attending stakeholders. However, the assigning of tasks may be done by the person/manager in authority

How

- ⌘ Assign key person
- ⌘ Design a work plan based on the Solve Solutions Mix/Validate the solutions by assigning timeline and date for review.
- ⌘ Take a picture and share with the relevant authority.

Checklist for workplan:

- ⌘ The manager/facilitator can use stickers/tick-marks to identify relevant and contextual solutions.
- ⌘ Based on the Solve Mix of solutions, the manager will assign a timeline for the implementation plan.
- ⌘ Develop a plan of implementation taking into consideration available resources and efforts.
- ⌘ Develop a schedule for review meetings for progress.

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Step 5

Execute (and evaluate)

WHAT: Once the solution is identified, a deadline and a point person to be assigned to implement the solution.

WHEN: This should happen as per the timelines assigned to a particular task. Evaluation of the progress of the task should happen at a stipulated frequency (to be decided by the manager or as per review meeting frequency)

WHERE: Administrative unit level review meetings, for e.g. Ward level reviews, or a sentinel event review. In case neither is happening, the team could call for a meeting involving all stakeholders.

LEVEL: This is applicable at all administrative levels (Facility, Ward, LGA and State)

WHO: This step must include all attending stakeholders. However, the person undertaking any task is responsible for resolution. And the manager or authority in concern oversees taking stock of progress.

How?

The work plan needs to be executed and evaluated periodically. Use the scorecard periodically to analyze improvements in the indicators identified.

Problems either get resolved or they evolve. Therefore, the regular use of the cards will help in institutionalizing a system of problem solving and self reliance.

