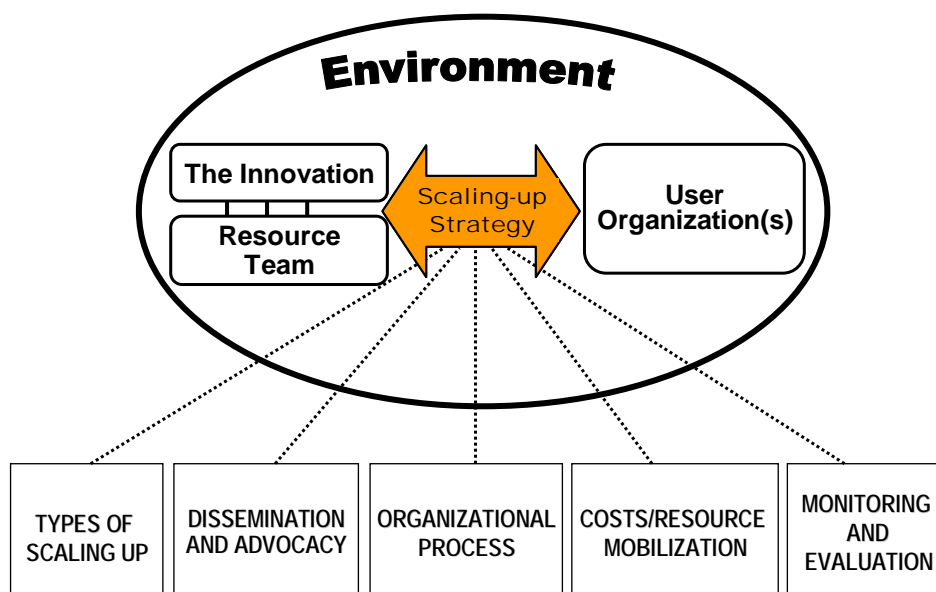


# Worksheets for Developing a Scaling-up Strategy

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## DRAFT

**NOTE:** These worksheets are to be used in conjunction with the ExpandNet/WHO documents entitled *Practical Guidance for Scaling Up Health Service Innovations* or *Nine-Step Guide for Developing a Scaling-up Strategy*.

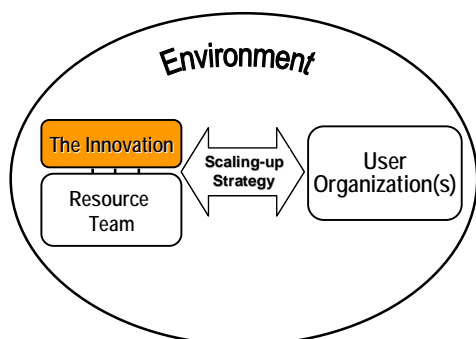
**EXPANDNET**



## Introductory Exercise: Scaling-Up Expectations

1. Have you already started the process of scaling up? If so, what has been accomplished?
2. What are your hopes and expectations for scaling up?
3. Five years from now, how far do you expect scaling up to have progressed?
4. Do you have any concerns/worries about scaling up? If you are already scaling up what are the challenges that have emerged?

## Step 1: The Innovation – Assessing Scalability and Implications for the Scaling-Up Strategy



**Definition:** *The innovation refers to the health service interventions that are being scaled up, or to other new practices such as community-based interventions, etc. The innovation is a package of interventions, often consisting of several components.*

1. What is the innovation or the package of innovations that you have produced? (List all of the components that were necessary to implement the innovation)

**Credibility** (Is the innovation based on sound evidence and/or advocated by respected persons or institutions)

1. What is the evidence?
  - Have the innovation's results been documented? Where? How?
  - What form does this evidence take? (Internal evaluation? External evaluation?)
  - How sound is the evidence for the success of the innovation?
  - Do results show how the innovation affects overall service provision, for example the provision of quality of care in the delivery of contraceptive services more generally?
  - Are the results clearly associated with the innovation, or could there be alternative explanations for these outcomes?
  - Is the innovation supported by respected individuals and institutions? If so, by whom?
    - Is further evidence/better documentation needed?
    - What else can be done to increase the credibility of the innovation?
2. What are the most important components of the innovation?
  - Which components of the innovation are central to the success of the pilot? Describe these components and the evidence.

- Are there components which are less essential to achieving impact? Describe the components and the evidence.
  - Can the innovation be simplified to facilitate scaling up? (without losing its essential technical and human rights components)
  - Are there components of the innovation that need to be added or strengthened?
3. Has the innovation been tested in the type of setting and within the resource constraints which will characterize scaling up?
    - If not, is further testing needed to evaluate results in such settings?
  4. Is the innovation sustainable in the setting where it was tested? Is it likely to be sustainable in the settings where it will be scaled up?
    - What can be done to ensure sustainability?

**Observability** (Can potential users of the innovation see the results in practice?)

1. How observable are the results of the innovation?
  - Should the results be made more observable or better communicated to program managers, the public and other key stakeholders? If so, how?

**Relevancy** (Does the innovation address persistent and sharply felt problems?)

1. Does the innovation address a felt need or persistent problem? If so, whose felt need/persistent problem (community members, program managers, policy makers, etc)? What are the key problems addressed?
  - Does the perceived relevancy of the innovation need to be strengthened?

**Relative Advantage** (Does the innovation have an advantage over existing practices or over other models?)

1. Does the innovation have relative advantage over other existing practices?
  - Is there a need to promote the advantage more effectively? How can this be done?
2. Is the innovation cost-effective in comparison to existing practices, other models or in comparison with doing nothing?
  - Does the innovation's cost and cost effectiveness need to be assessed or documented?

**Ease of Installation/Transfer** (Will it be easy or complicated to implement the innovation in new sites)

1. What is the degree or amount of change implied by the innovation (in its simplified version)?  
(How different is it from current beliefs and practices of the target population or the user organization? Does it require a change in values or rights? Is the level of technical sophistication higher than current standards in the user organization?)
  - What implications does this degree of change have for the extent and pace of scaling up?
  - How can one ensure that new values introduced by the innovation (e.g. human rights, gender, quality of care) become part of general service delivery to ensure long run sustainability?
  - How can one ensure that the essential components of the innovation are maintained in the process of scaling up?
2. Are there major additional resource requirements in scaling up the innovation? What are these (e.g. materials, infrastructure, training)? Were there external inputs during pilot testing?
  - What are the implications of this for scaling up?

**Compatibility** (Is the innovation compatible with established values, practices, facilities?)

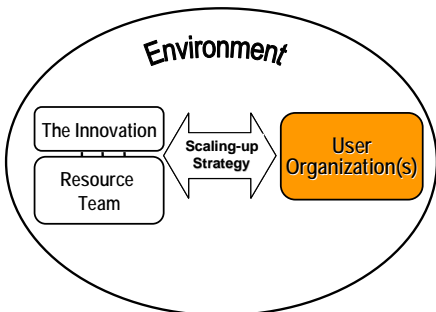
1. Is the innovation compatible with current norms, values, services and facilities of the user organization and of the target population?
  - Does the innovation need to be differently presented/packaged to make it more compatible? How?
  - How can changes in infrastructure/facilities be minimized to facilitate scaling up?
  - What components might need to be locally adapted?

**Testability** (Can the user organization test the innovation without fully adopting it?)

1. Can the innovation be introduced in stages, or do all components need to occur simultaneously in each setting?
  - What is the appropriate sequencing?

**SUMMARY OF RECOMMENDED ACTION STEPS**

## Step 2: Assessing the User Organization and Implications for the Scaling-Up Strategy



**Definition:** *The user organization refers to the institutions or organizations that seek to or are expected to adopt and implement the innovation.*

1. What organizations are expected to adopt the innovation or are already in the process of implementing it?
  - Is one organization or are several organizations involved?
  - What are these institutions/organizations?
  - Are these different from the organization(s) that tested the innovation?

→ If a user organization/institution has not yet been selected, what options exist and what steps need to be taken to ensure appropriate selection?
2. Has it been determined at what level of the institution/organization the innovation will be adopted (national, province, community/primary/secondary/tertiary)? If so, at what level?
 

→ If not, what steps need to be taken to make these decisions?
3. If there are several user organizations that will jointly implement the innovation, which one will be (or is) the lead organization that will take overall responsibility for managing the process?
  - What are the relationships among the organizations involved? How important is coordination among them? If the division of labor among them has not been determined, how does this need to be done?
  - What decisions remain to be made? When will they be made? Who will make them?
4. Were members of the user organization involved in designing and implementing the pilot project?
 

→ If not, what are ways of building a sense of ownership in the user organization?

### Perceived Need

1. Is there a perceived need for this innovation in the user organization(s)? Is it considered a priority?

2. Who perceives this need? Are there individuals who are advocates/champions of the innovation? Where within the organization(s)? How strong? Why?
3. Within the organization is there likely to be any opposition to the innovation. If so, where and at what level?
  - Is there anything that needs to be done to strengthen perceived need in the user organization and/or reduce opposition?
  - Are there advocates/champions to be mobilized? How can this be done?

## Implementation Capacity

1. Does/do the user organization(s) have the capacity to implement the innovations that have been tested in the pilot project in terms of:
  - the policy and legal framework necessary to introduce the innovation
  - training capacity
  - technical skills/quality of care
  - leadership, management/supervision
  - personnel to take on the new tasks implied by the innovation
  - resources needed
  - logistics/supplies
  - physical facilities
  - values and orientation supportive of the innovation
  - monitoring/evaluation capacity
2. Can this be done without detracting from the user organization's capacity to provide existing services?
3. Did the pilot project test how capacity can be strengthened within the resource constraints of the user organization?
  - If strengthening capacity in these areas was *not* a component of the innovation, what needs to be done to create sustainable capacity in the sites where the innovation is to be introduced?
  - Is further testing required to determine how capacity can be strengthened?
  - If external inputs were available during the testing of the innovation, but not available to the user organization, what can be done to mobilize these inputs?
  - How will the need to create capacity in the user organization affect the scope and pace of scaling up?
4. Is implementation capacity evenly distributed across the whole user organization, or are some sites/regions of the country stronger than others?

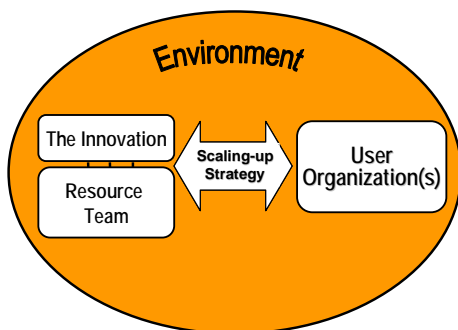
→ If the user organization's capacity is stronger in some sites or regions of the country than others, should scaling up begin in these areas?

### **Timing and Circumstances**

1. Are there impending changes within the organization (personnel changes, funding crisis, reorganization, health sector reform, decentralization, elections) that might affect the success of scaling up?  
→ What implications do such changes have? Are there any implications for the scope of change and pace of scaling up?

### **SUMMARY OF RECOMMENDED ACTION STEPS**

## Step 3: Assessing the Environment and Implications for Scaling Up



**Definition:** *The environment refers to conditions and institutions which are external to the user organization but fundamentally affect the prospects for scaling up.*

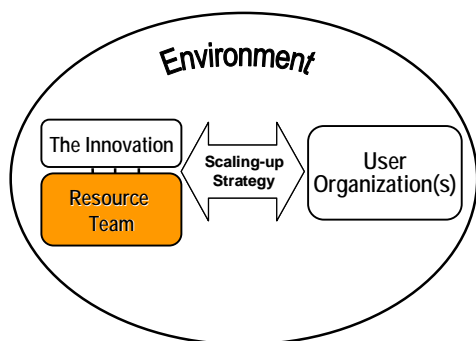
1. What are the different environments that are influencing or are likely to influence the process of scaling up the innovation?
  1. Health sector?
  2. Ministry of Education or other relevant government institutions?
  3. Bureaucratic culture?
  4. People's needs and rights?
  5. Policy setting / political system?
  6. Socioeconomic & cultural characteristics?
  7. Funding agencies?
  8. Other?
2. What form is this influence taking?

### Environmental Opportunities/Constraints for Scaling up

1. Where, in each dimension of the environment, is there support (or is there likely to be support) for the innovation?
2. Where, in each dimension of the environment, is there opposition (or likely to be opposition), obstacles or constraints?
3. Are any of these opportunities or constraints likely to change while scaling-up occurs?
  - How should potential support from these environmental sectors be mobilized to facilitate scaling up?
  - What should be done to reduce or avoid constraints or opposition in the environment?
  - Will it be possible to build flexibility into the scaling-up strategy to ensure that environmental changes can be accommodated? If so, where/how?

## **SUMMARY OF RECOMMENDED ACTION STEPS**

## Step 4: Assessing the Resource Team and Implications for Scaling Up



**Definition:** *The resource organization/team refers to the individuals and organizations that seek to promote and facilitate wider use of the innovation.*

### Necessary Skills and Size of the Team

1. Who facilitated the development and testing of the innovation? How large is the team?
2. What institutions/organizations were involved?
3. Will these individuals/institutions serve as members of the resource team during scaling up?
4. Have additional individuals/institutions already been identified as additional members of the resource team to assist in scaling up?
5. The skills listed below as well as strong commitment are needed in the resource team to ensure that the team can effectively scale up the innovation. Are these adequately represented in the resource team?
  - Leadership, management, resource mobilization
  - Strategy development, understanding of, and ability to effectively interact with the user organization and the environment
  - Training
  - Dissemination and advocacy
  - Research, monitoring and evaluation
  - Human rights and gender perspectives
  - Skills/experience with scaling up
  - Technical skills and quality of care

→ If not, what needs to be done?

  - Is there need for additional training/skills development?
  - Should new members be added to the resource team? If so, what considerations with regard to skills, regions, institutions and participatory philosophy should be taken into account in adding to the team?

## **Financial Resources**

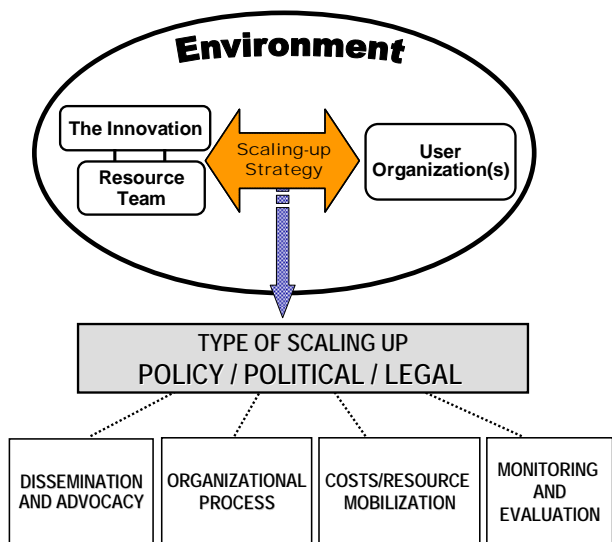
1. Are resources available to support the resource team? In what areas will further resources be needed?
  - What can be done to ensure that funding for the resource team is available?
  - How can funding be sustained?

## **Stability of the Resource Team**

1. Are key members of the resource team likely to stay in their roles for as long as scaling up is underway?
  - Are there mechanisms for retaining them in the team?
  - What are ways of ensuring flexibility in the capacity of the resource team to respond to changing needs?
  - What are ways of ensuring sustainability and stability?

## **SUMMARY OF RECOMMENDED ACTION STEPS**

## Step 5: Types of Scaling Up - Determining the Role of Policy/Legal/Political (or Vertical) Scaling up



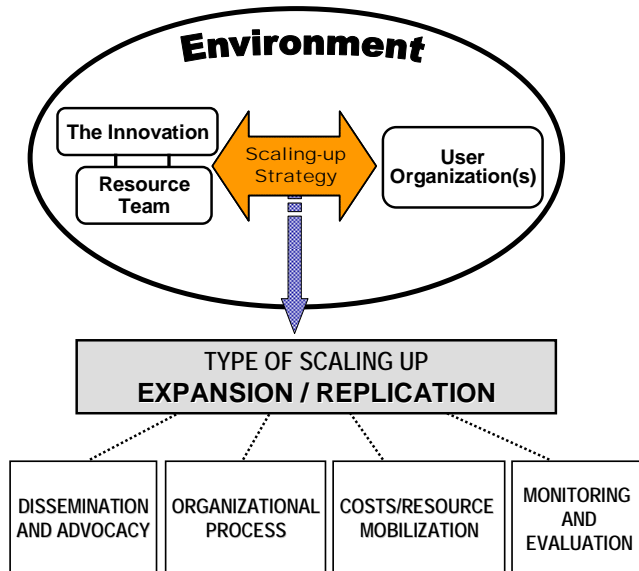
**Definition: Innovations are institutionalized through policy/political/legal/budgetary actions.**

### Strategic Choices: Dissemination Approaches and Advocacy/ Organizational Choices / Costs/Resource Mobilization / Monitoring and Evaluation

1. What changes are needed at the policy, legal, institutional or political level to ensure that expansion of the innovation can proceed and is sustainable?
2. Have any changes already been made?
  - How can these changes be accomplished? Who will advocate for these changes? Are there advocates within the user organization who will support such change? What is the expected role for the resource team? Will other organizations be involved?
3. By when can one realistically expect these changes to be accomplished?
4. Are resources for advocacy and related costs of vertical scaling up available or do they need to be mobilized? How will this be accomplished?
5. Are there mechanisms in place for monitoring/evaluating or assessing the policy, political, legal and institutional strategy as scaling up proceeds?
6. **How feasible are these strategies given the capacities of the user organization and the resource team, and the characteristics of the innovation and the environment?**
  - Where do compromises need to be made?
  - If none, or very few of the needed changes can be accomplished – what implications does this have for the expansion of the innovations? (horizontal scaling up)
  - What needs to be done to ensure sustainability as vertical scaling up takes place?

**SUMMARY ASSESSMENT OF RECOMMENDED ACTION STEPS**

## Step 6: Types of Scaling Up - Determining the Role of Expansion (or Horizontal) Scaling up



**Definition: Innovations are replicated in different geographic sites, or extended to serve larger or different populations**

### Dissemination Approaches and Advocacy

1. What methods/approaches/activities will be used (or are already being used) to transfer, communicate or advocate for the innovation to the user organization and other relevant stakeholders? (What will be the role of training, technical assistance, personal interventions – e.g. peer to peer exchanges, or impersonal approaches – e.g. media, reports, briefing papers?)
2. Who are your key audiences (policy makers, the media, managers, providers, community members, professional and advocacy groups)? Are the key aspects of the innovation packaged in clear and concise messages for each respective audience?
  - If not, what needs to be done? Who has responsibility for this?
3. Are the messages clear and understandable?
  - Should messages be simplified so that they are more understandable? Do materials need to be translated into local languages?
4. What is the time frame for dissemination and advocacy?
  - Is this feasible, does anything need to be changed?
5. Are these dissemination/advocacy approaches sufficient?
  - Should additional channels of communication and advocacy approaches be used?

**6. Is the dissemination/advocacy approach feasible given the capacities of the user organization and the resource team, and the characteristics of the innovation and the environment?**

- Does anything need to change?
- What needs to be done to ensure sustainability?

### **Organizational Choices**

1. How many sites are expected to adopt (or are already adopting) the innovation? Where are they located? (scope of expansion).
  - How feasible is the proposed scope of expansion given the capacities of the user organization and the resource team, and the characteristics of the innovation and the environment?
2. What is the time period during which expansion will take place? (pace of expansion)
  - If planned expansion is rapid, is this feasible given the capacity of the user organization, the resource team and the complexity of the innovation?
3. Are there regional differences between sites (economic, cultural, political, and programmatic)?
  - If so, is further testing of the innovation needed in these settings?
4. Does the implementation capacity of the user organization(s) differ in the different sites?
  - Are there champions/advocates who are interested in supporting and working on these issues in these sites?
  - Is there a local resource team in each site? How distant from the core resource team are the sites to which the innovation will be expanded?
  - Has the scaling-up strategy been adjusted to reflect these differences; if not, how should this be done?
5. Will the implementation strategy have a top-down, centralized approach, or have a bottom-up, decentralized approach?
  - Will the implementation strategy be standardized or flexible and adaptive?
  - What needs to be done to ensure flexibility in the face of regional and other differences?
6. Will the strategy be participatory and involve the community? If so, in what ways?
  - Does participation need to be strengthened?
7. How will sustainability be ensured?

### **Costs/Resource Mobilization**

1. Will the costs of expansion be the same for each new area/site?
2. Are economies of scale possible?

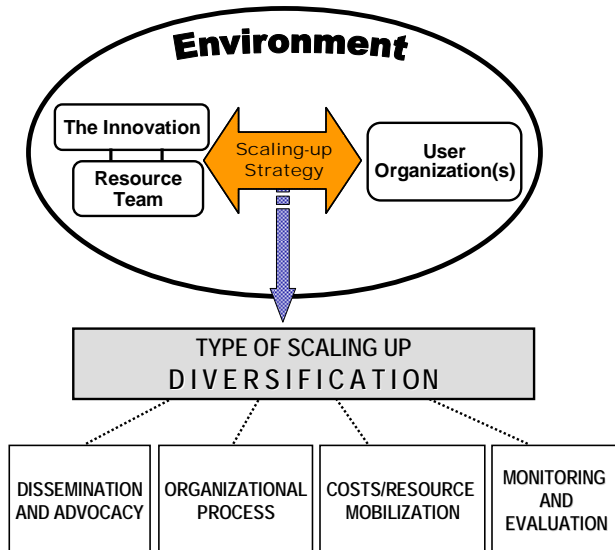
- Can expansion be more efficiently organized?
- 3. Are resources for expansion available?
  - If not, do they need to be mobilized?
  - If so, how?

## **Monitoring/Evaluation**

1. The following are key factors that need to be monitored in the progress of expansion:
  - Whether all the components of the innovation are implemented
  - Whether local adaptation maintains the essential elements of the innovation
  - Whether local adaptation continues to produce the desired outcomes and impact of the innovation
  - Impact on overall service delivery and quality of care
  - Ongoing environment changes
  - Unexpected results (e.g. community empowerment, provider sense of confidence), with either positive or negative impact
  - Perceptions of progress and problems at each level of service delivery
2. Which of these can be monitored and evaluated using the existing management and information system/service statistics or other existing sources of information?
  - What new systems need to be established (or have already been established) for such monitoring?
  - Who will be responsible for monitoring/evaluation and are the resources for such monitoring available?
  - If not, what needs to be done?
3. What special studies (for example to assess quality) need to be undertaken?
4. Is there funding and support for special studies if routine service statistics cannot capture the essential aspects of scaling up?
  - Do the resource team and the user organization have the necessary skills, capacities, and funding to conduct routine monitoring and necessary research/evaluation?
  - If not, what can/should be done?

## **SUMMARY OF RECOMMENDED ACTION STEPS**

## Step 7: Types of Scaling Up - Determining the Role of Diversification (or Grafting, or Functional) Scaling Up



**Definition: Testing and adding interventions to an existing group of interventions**

### Strategic Choices: Dissemination Approach and Advocacy / Organizational Choices / Costs, Resource Mobilization/Monitoring / Evaluating the Process

1. Are there plans underway, or has testing already begun, to add additional components to the existing innovation? If yes, what are these new components? If no, should this be considered?

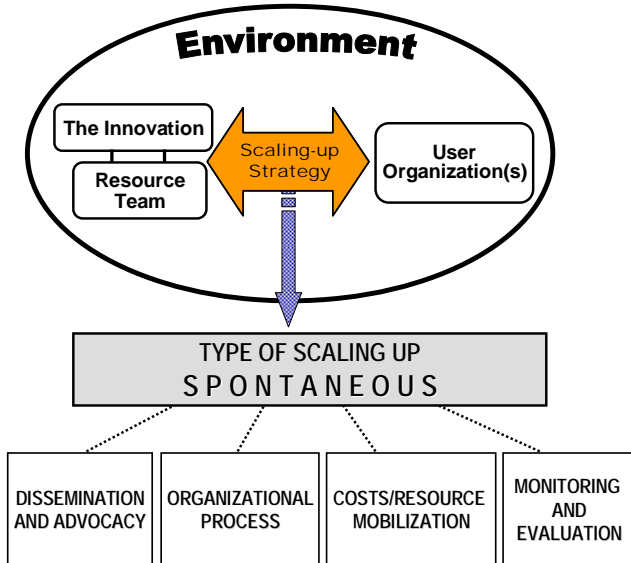
*If new components have been, or will be added, refer back to Steps 1-4 and assess the scalability of the new components, and the implications for the scaling-up strategy.*

2. Will new components be added to sites where the original innovation is being or has been implemented?
  - If yes, what implications does this have for the resources and capacity needed?
  - Is there evidence to show how these two innovations function effectively together or is there need to gather additional evidence on whether they reinforce each other, are neutral or detract from each other when implemented together?
3. What user organizations are expected to adopt the new component? Is this the same user organization that adopted the innovation, or is it different? If different, how does it differ?
4. Are resources available to ensure sustainable diversification or do they need to be mobilized?
  - If so, how?
5. What are plans for monitoring process, outcomes and impacts?

6. How feasible is the proposed pace and scope of this work given the capacities of the user organization and the resource team, and the characteristics of the new component and the environment?
  - Does anything in the strategy need to be adjusted to make it more feasible and sustainable?

## **SUMMARY ASSESSMENT OF DIVERSIFICATION OR FUNCTIONAL SCALING UP**

# Step 8: Types of Scaling Up – Determining the Role of Spontaneous Scaling Up



**Definition: Scaling up occurs without any guidance or planning**

1. Is there evidence that spontaneous scaling up is occurring? What is this evidence? (Where, how and why is it happening?)
2. Are all the components of the innovation being scaled up, or only some aspects of it?
  - Should this be further explored or evaluated? Who will be responsible for measuring and evaluating this process?
  - If spontaneous scaling-up is occurring, what can one learn to make the strategy for guided scaling up more effective?
  - If spontaneous scaling up is resulting in only partial implementation of the innovation, what needs to be done to correct the situation?

## SUMMARY OF RECOMMENDED ACTION STEPS

## **Step 9: Summary and Review of Recommended Action Steps**