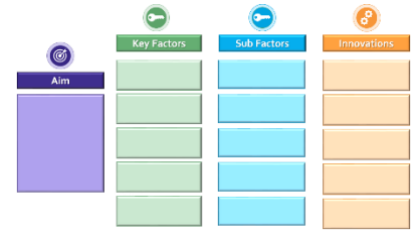


Facilitating the Development of a Key Driver Diagram



1. Set the Stage/Providing Context to the Activity

- A. Explain the importance of diverse perspectives across both internal and external agencies, vendors, customers/clients, etc. Discuss how this brainstorming activity will bring everyone's perspective to the challenge you are addressing.
- B. Review the **aim** for your committee.
 - **Example aim:** *We aim to transform the system of care for CYSHCN and their families in our state by improving access to services.*

2. Brainstorm Key Factors

- A. To identify **Key Factors**, ask the group to reflect on the following question: ***What must we change in order to see improvement in {insert aim statement}?***
 - **Example question:** *What must we change in order to see improvement in access to services for CYSHCN?*
- B. Give everyone a few minutes of silence to jot down their own ideas.
- C. Ask everyone to share their ideas.
 - i. If you are hosting a virtual meeting, ask everyone to verbally share their ideas. Have an identified "notetaker" capture the ideas in a Whiteboard in Zoom or in a visual post-it note program like Google Jamboard and Mural.
 - ii. As the notetaker is jotting down responses, ask that he/she arrange the ideas so the ideas are paired with similar ideas. The goal is to create themes/groupings of the ideas as everyone shares.
- D. Once all ideas have been captured ask for additional ideas.

3. Brainstorm Sub-Factors

- A. To identify **Sub-Factors**, select one Key Factor from the ideas in Step 2.
 - i. If possible, try to start with an idea that everyone agrees on and you have data to show this is a customer/client need.
 - **Example Key Factor** Eligibility criteria to qualify for services
- B. Ask everyone to reflect on the following question: ***What specifically about {insert Key Factor} must we change in order to improve access for CYSHCN?***
 - **Example question:** *What specifically about eligibility criteria must we change in order to improve access for CYSHCN?*
 - i. Give everyone a few minutes of silence to jot down their own ideas.
 - You may need to provide an example. One example might be. We need to change the rules/policies which require a specific diagnosis before a patient qualifies for a service.

- ii. Ask everyone to share their ideas. Capture the ideas so everyone can see them.
- iii. Once all ideas have been captured, ask for additional ideas.
- iv. Repeat this process for each Key Factor brainstormed in Step 2.

4. Brainstorm Innovations/Strategies to Impact Sub-Factors and Key Factors

- A. To identify **Innovations**, select a Sub-factor from the list brainstormed in Step 3.
- B. Ask everyone to reflect on the following question: ***What changes/strategies might we test that will impact {insert of a Sub-factor from Step 3}?***
 - ***Example question: What changes and strategies might we test that will impact the rules/policies surrounding patient qualification for services?***
 - i. Give everyone a few minutes of silence to jot down their own ideas
 - ii. Ask everyone to share their ideas. Capture the ideas so everyone can see them.
 - iii. Once all ideas have been captured, ask for additional ideas.
 - iv. Repeat this process for each sub-factor from Step 3.

5. Wrap-up and Next Steps

- A. Thank everyone for their participation. Summarize next steps before ending the activity.
 - ***Example next steps:***
 - *Summarize the information in a visual and send out for feedback. (Note to facilitators, you can use the Key Driver Diagram template to summarize the information.)*
 - *Ask if there are other perspectives you should try to bring into the brainstorming activity. (These perspectives could be capture via quotes from needs assessments, interviews with stakeholders, satisfaction surveys/feedback, or as simple as phone calls with individuals.)*
 - *Use the Key Driver Diagram (once you have included information from additional stakeholders as needed) at an upcoming meeting to begin to prioritize your actions. Also consider using the Key Driver Diagram to think of ways you can measure your progress and success.*