



National **MCH** Workforce  
Development Center  
Advancing Health Transformation

### **System Support Mapping**

Preparation is underway for a listening session in the western region of the state. A diverse group of stakeholders have confirmed participation in the session. The stakeholders include women of all ages, parents, grandparents, caregivers, medical providers, and community-based service providers. The needs assessment team is excited to hear from stakeholders and capture their perspective on the strengths/challenges/needs of the maternal and child health system. The team recently attended a training and were introduced to a new tool, System Support Mapping. The team plans to use the tool during the listening session to learn about stakeholders' roles, responsibilities, and needs within the maternal and child health system.

### **Using the Tool**

The day of the listening session:

- Open the listening session with welcome/introductions/icebreaker.
- Provide instructions for creating a System Support Map (see facilitator's [Script](#)).
- Serve as a coach during the working session to answer questions and get participants "unstuck".
- Assemble everyone back together to briefly report out on key points (e.g. roles, responsibilities, and wishes).

### **Using the Information to Inform NEXT STEPS IN the Needs Assessment Process**

To ensure the information is used to inform the needs assessment process, the team spends time identifying next steps. The following next steps are identified:

- Summarize the responses of all the participants by "ring" (e.g. Roles, Responsibilities, etc.). (Use an excel sheet or online software such as Kumu.)
- Identify themes within each ring and look across responses to determine the most frequent roles, responsibilities, needs, and wishes across the participants.
- Create a summary of the findings and share with stakeholders from the meeting and ask for additional thoughts/feedback.
- Use the findings to feed into the qualitative component of the needs assessment to define the system, the roles, and needs within the system.
- Debrief the process and identify ways to adapt the session for upcoming meetings.