



**NEGLECTED TROPICAL DISEASE
NGO NETWORK**

A global forum for nongovernmental organizations
working together on NTDs

Welcome to the NNN Conference 2020

Accelerating to 2030:
Building Resilient NTD
Programmes in a
Changing World

**With thanks to our
sponsors**



Virtual Event

8th – 10th September 2020

Billy Weeks (2016, Chikwawa, Malawi)



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Poll: List words that describe innovation to you

Go to: **menti.com** and enter the code:



Please enter the code

Submit

The code is found on the screen in front of you



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Today's Speakers



Darren Schaupp
VP of Innovation and
Ventures

American Leprosy
Missions



Amy Clark
Team Lead
Knowledge Innovation
& Learning, Ascend

Sightsavers



Claire Chaumont
Director, Program
Evidence, Measurement
and Evaluation

The END Fund



Melissa Edmiston
Director of Data and
Analytics

American Leprosy
Missions

Breakout Groups: **Accenture Development Program**



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What do we mean by Innovation?

Research and innovation are fundamental enablers of programmatic progress for all diseases

- Draft WHO Roadmap for NTDs 2021-2030, pg.24

Better, Easier, Faster, Cheaper,
More sustainable

- The End Fund

Adapted from Rodgers,
Diffusion of Innovation

Creative solutions, risk of failure,
learning and adapting, vision for
scalability.

- Sightsavers

Trying something new

- ALM

Participants?



Challenges in NTDs that require Innovation?

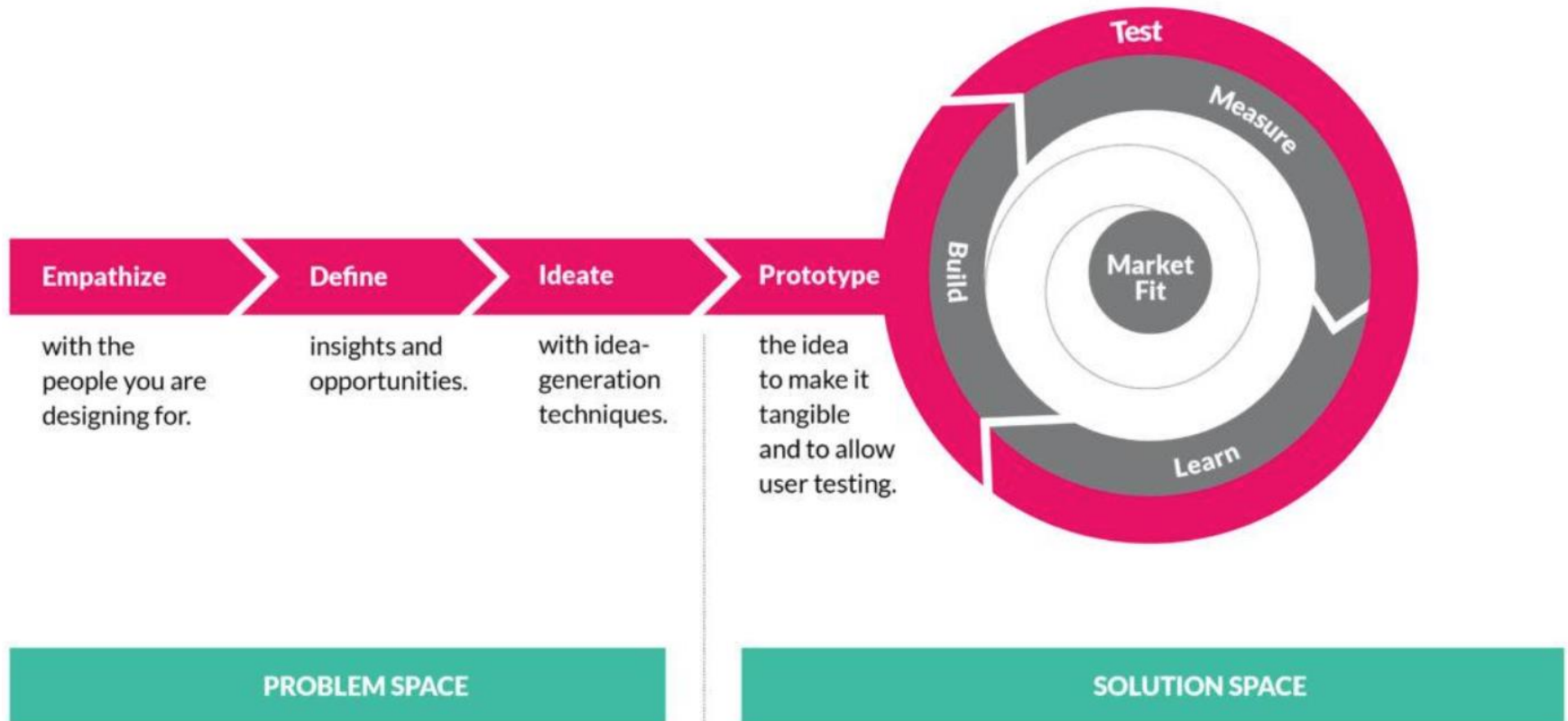
- Uncharted territory
- Thinking beyond COVID-19
- Seeing the problem one way: [Video](#)



Tools: Design Thinking and Lean

DESIGN THINKING

LEAN STARTUP



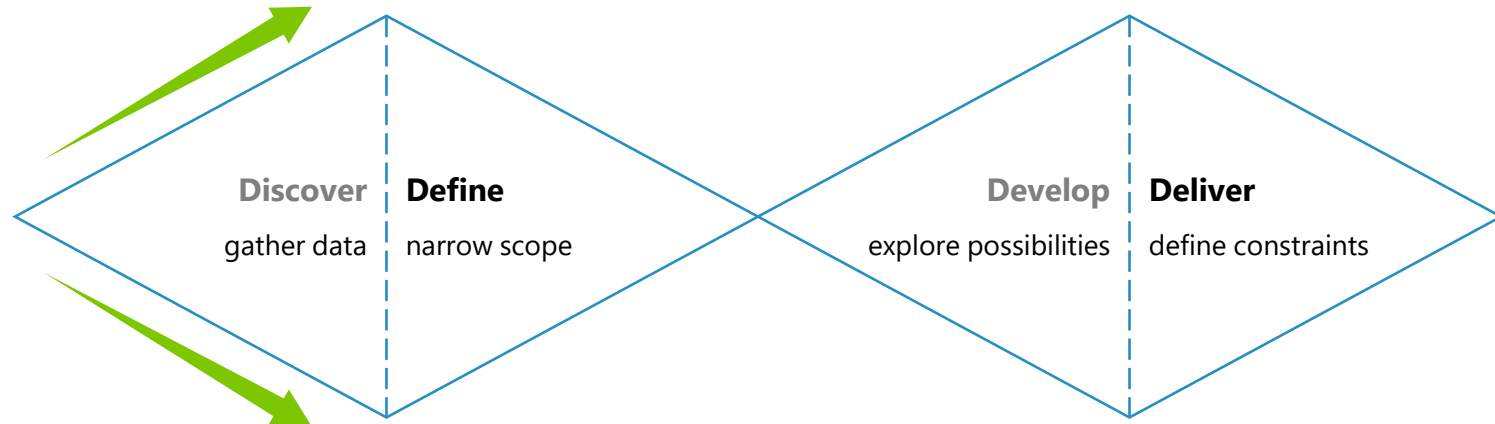
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The “Double Diamond” approach



What are the pain points that we are trying to solve?

Collect as much information as possible about the problem

What is the core problem that we should focus on?

Understand the information collected and identify key themes

What are possible solutions to our problem statement?

Brainstorm a variety of ideas that may serve as potential solutions

What is the solution we want to prototype and test?

Prioritise solution to further refine, test, and evaluate

DISCOVER



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COVID-19 IMPACT

How has the pandemic impacted NTD programming?



PEOPLE

Workers: Restrictions on in-person interactions have created challenges for providing services to vulnerable populations

Participants: People may avoid entering the health system and accessing care for routine needs, fearing infection



SYSTEMS

Every aspect of healthcare has been disrupted and/or stretched thin; even basic services like routine immunization are limited



SUPPLIES

Supply chains have been struggling to keep up with needs, and the ability to procure necessary items and consumables, including personal protective equipment (PPE), may be limited



FUNDING

As the global economy struggles, both private and public budgets are coming under intense scrutiny, and donations may retract in the near-term



A Solution for Poor Mothers, When Expensive Hospital Incubators Won't Do



BREAKOUT GROUPS



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GROUP INSIGHTS



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Share back to the wider group

Questions to think about

What problem statement did your group choose to work with and why?

What was our favorite or most surprising idea to come out of the creative matrix exercise?



INNOVATION RESOURCES



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ASCEND Learning & Innovation Fund

April 2019 to March 2022 £20,000 - £500,000

Funded by FCDO as part of Ascend West and Central Africa to enhance the quality of effective NTD programming.



HOW THE FUND WILL ACHIEVE ITS MISSION.

- **Explore innovations** - ranging from 'brand new' to creative ways of applying existing approaches.
- **Generate breakthroughs** – learning and evidence generation
- **Challenge statements** - responsive to the operating environment
- **Potential to scale and support long-term sustainability**

HOW TO APPLY.



Cycle 2 will be open from October 2020 with funding decisions being made in early 2021.

www.ascendwest-innovationfund.org.



For more information email us at fundteam@ascendwest-innovationfund.org

Ascend
West and Central Africa



The 2020 NTD Innovation Prize

\$35,000

in awards

Apply now!

ntdinnovation.org/apply



american
leprosy missions



NOVARTIS



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Innovation Resource Package

Activity Templates and Resources

Further design thinking templates and innovation resources will be available to workshop participants following the NNN conference, including details on how to use them and insight on when to use them to best solve your problem with a human-centered approach.

LUMA Institute

The LUMA System of Innovation offers a unique framework of human-centered design that equips people to be more innovative in their daily work. It's the most practical, flexible and scalable system in the world. Use [LUMA Workplace](#) to learn and apply human-centered design methods.

IDEO

IDEO is a global design company who create positive impact through design. They are the go-to for best practice in design thinking and offer free resources and toolkits to further your learning. They have a [design studio](#) dedicated to non-profit efforts which works to create a more just and inclusive world.



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GATES *foundation*



International Foundation
for Dermatology



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BREAKOUT GROUPS



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DEFINE



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ACTIVITY AGENDA

01

HOW
MIGHT WE
ACTIVITY

15 MINS

02

CREATIVE
MATRIX
ACTIVITY

20 MINS

03

WRAP UP

15 MINS



Phrasing problem statements to invite broad exploration

HOW MIGHT WE...

How: we assume that a solution exists — this provides creative freedom and confidence.

Might: we can be comfortable coming up with ideas that may or may not work.

We: we are going to collaborate and build on each other's ideas together.



Great problem statements...



INSPIRE



START
CONVERSATIONS



FOCUS ON PEOPLE

Fair

How might we make a better music player?

How might we use incentive programs to increase our market penetration?

How might we more effectively distribute medication to under-served populations?



Better

How might we help people enjoy music?

How might our customers become our advocates?

How might we ensure our NTD elimination activities are inclusive of all people?



Creating problem statements from challenges

Example challenge: parent needs to entertain her three children while they wait at the airport without irritating fellow passengers

Technique

1. *Amp up the good*
2. *Remove the bad*
3. *Explore the opposite*
4. *Question an assumption*
5. *Identify unexpected resources*
6. *Create an analogy*
7. *Change a status quo*
8. *Break the challenge into pieces*



How might we...

- use the kids' energy to entertain fellow passengers?
- separate the kids from fellow passengers?
- make the wait the most exciting part of the trip?
- remove the wait time at the airport entirely?
- leverage free time of fellow passengers to share the load?
- make the airport like a spa? like a playground?
- make playful, loud kids less annoying?
- entertain kids? slow a parent down? mollify passengers?

Adapted from Stanford d.school



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What are some possible NTD problem statements?

Click on your group's FunRetro link or use 'Raise Hand' in Zoom to share your 'How might we...' statements!

Technique

1. *Amp up the good*
2. *Remove the bad*
3. *Explore the opposite*
4. *Question an assumption*
5. *Identify unexpected resources*
6. *Create an analogy*
7. *Change a status quo*
8. *Break the challenge into pieces*



How might we...



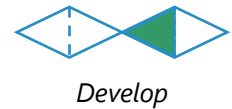
DESCRIBE



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Creative matrix



Overview

Purpose: Use a matrix of different categories to stimulate new ideas

Steps:

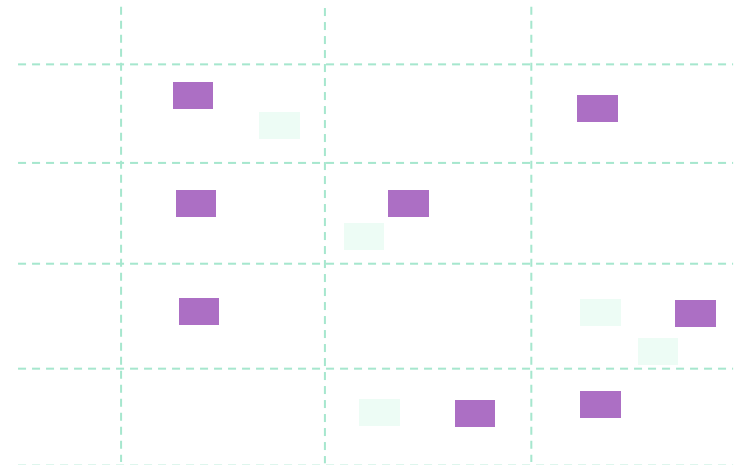
1. Label the columns with categories related to the topic you are trying to address – it could be people, needs, or any other important topic that you are trying to solve for.

On this matrix, we have pre-populated the categories using the Treatment value chain from the BEST framework

2. Label the rows with topics that may enable the solution (technologies, environments, processes, etc.).

On this matrix, we have pre-populated the enablers based on those relevant to NTD programming but are not the only options

3. Individually think of new ideas at the intersections of the grid: how can a problem be solved with its intersecting enabler?
4. Write or draw one idea per post-it and stick it on the matrix.



Suggested duration: 15-20 minutes



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Develop

Creative matrix

Think of new ideas at the intersections of the grid: how can a problem be solved with its intersecting enabler? Use the following slides to work on a subset of the matrix.

	Preventive Treatment	Disease Management & Self-Care	Rehabilitation Services	Disease Surveillance
Community Capacity				
Internal Processes & Methods				
Collaboration & Relationships				
Technology				



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Develop

Creative matrix (1/4)

Think of new ideas at the intersections of the grid: how can a problem be solved with its intersecting enabler? Use 'Annotate' in Zoom or 'Raise Hand' to voice your ideas!

	Preventive Treatment	Disease Management & Self-Care
Community Capacity		
Internal Processes & Methods		





Develop

Creative matrix (2/4)

Think of new ideas at the intersections of the grid: how can a problem be solved with its intersecting enabler? Use 'Annotate' in Zoom or 'Raise Hand' to voice your ideas!

	Preventive Treatment	Disease Management & Self-Care
Collaboration & Relationships		
Technology		





Develop

Creative matrix (3/4)

Think of new ideas at the intersections of the grid: how can a problem be solved with its intersecting enabler? Use 'Annotate' in Zoom or 'Raise Hand' to voice your ideas!

	Rehabilitation Services	Disease Surveillance
Community Capacity		
Internal Processes & Methods		





Develop

Creative matrix (4/4)

Think of new ideas at the intersections of the grid: how can a problem be solved with its intersecting enabler? Use 'Annotate' in Zoom or 'Raise Hand' to voice your ideas!

	Rehabilitation Services	Disease Surveillance
Collaboration & Relationships		
Technology		



DELIVER

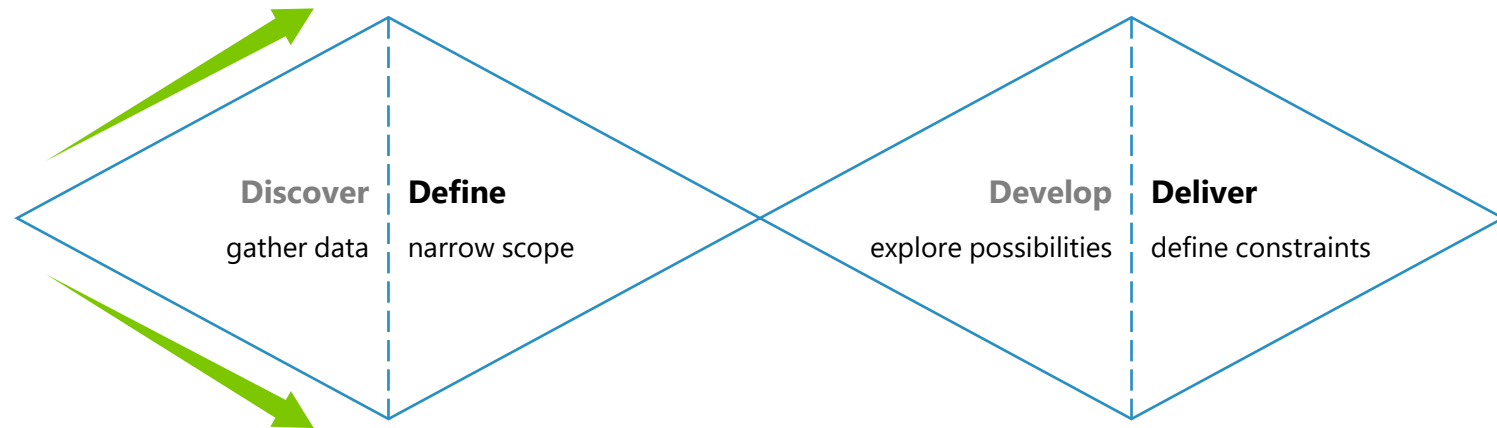


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What's next?

Revisiting the Double Diamond



Example activities

Territory mapping
Stakeholder interviews
Persona canvas

Affinity clustering
North star vision
"How might we"

Creative matrix
Crazy 8s
Round robin

Value/difficulty matrix
Visual voting
Concept poster

Today



Wrap-up and regroup

Questions to think about

What is one thing that you learned about design thinking? What is one thing that surprised you?

Has your thinking on design thinking changed since the start of our session?

How will you bring design thinking back to your organisation?

- Think of an activity you do regularly that might benefit from a more human-centred approach
- Identify one or two methods you might introduce into that activity



Share back to the wider group

Questions to think about

What problem statement did your group choose to work with and why?

What was our favorite or most surprising idea to come out of the creative matrix exercise?

