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)
Poll: List words that describe innovation to you

Go to: menti.com and enter the code:

Please enter the code

123456

Submit

The code is found on the screen in front of you
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
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

- **Empathize**: with the people you are designing for.
- **Define**: insights and opportunities.
- **Ideate**: with idea-generation techniques.
- **Prototype**: the idea to make it tangible and to allow user testing.

**Problem Space** & **Solution Space**
The “Double Diamond” approach

**Discover**
gather data

**Define**
narrow scope

**Develop**
explore possibilities

**Deliver**
define constraints

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
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
GROUP INSIGHTS
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
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.


For more information email us at fundteam@ascendwest-innovationfund.org
The 2020 NTD Innovation Prize

$35,000 in awards

Apply now!

ntdinovation.org/apply

american leprosy missions

NOVARTIS

ntd-ngonetwork.org
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.
With thanks to our generous sponsors...
BREAKOUT GROUPS
DEFINE
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

<table>
<thead>
<tr>
<th>Technique</th>
<th>How might we...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <em>Amp up the good</em></td>
<td>use the kids’ energy to entertain fellow passengers?</td>
</tr>
<tr>
<td>2. <em>Remove the bad</em></td>
<td>separate the kids from fellow passengers?</td>
</tr>
<tr>
<td>3. <em>Explore the opposite</em></td>
<td>make the wait the most exciting part of the trip?</td>
</tr>
<tr>
<td>4. <em>Question an assumption</em></td>
<td>remove the wait time at the airport entirely?</td>
</tr>
<tr>
<td>5. <em>Identify unexpected resources</em></td>
<td>leverage free time of fellow passengers to share the load?</td>
</tr>
<tr>
<td>6. <em>Create an analogy</em></td>
<td>make the airport like a spa? like a playground?</td>
</tr>
<tr>
<td>7. <em>Change a status quo</em></td>
<td>make playful, loud kids less annoying?</td>
</tr>
<tr>
<td>8. <em>Break the challenge into pieces</em></td>
<td>entertain kids? slow a parent down? mollify passengers?</td>
</tr>
</tbody>
</table>

Adapted from Stanford d.school
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!

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DESCRIBE
Creative matrix

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
**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.

<table>
<thead>
<tr>
<th></th>
<th>Preventive Treatment</th>
<th>Disease Management &amp; Self-Care</th>
<th>Rehabilitation Services</th>
<th>Disease Surveillance</th>
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<tbody>
<tr>
<td><strong>Community Capacity</strong></td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td><strong>Technology</strong></td>
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### 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!

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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!

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**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!

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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!

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DELIVER
What’s next?
Revisiting the Double Diamond

**Discover**
gather data

**Define**
narrow scope

**Develop**
explore possibilities

**Deliver**
define constraints

**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

*ntd-ngonetwork.org*
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?