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Pediatric AIDS Foundation**
Fighting for an AIDS-free generation

Program Optimization Approach (POA) Workshop Worksheet
## Improving quality of programs and work processes using key analytical skills

Group Lead:_____ **Date:** _____

Names of Team Members:_____

Topic Area:_____

Process Mapping and Analysis – draw out the process corresponding to the key area above e.g. if it's supply of ART drugs then what is the current process for ordering, receiving and distributing ART drugs at the facility; if it is inventory management – what is the process for ordering, monitoring and managing inventory? Remember to draw actual process and not desired process.

Current Process Flow Chart

☐	Process/Activity
◇	Decision Box
⬭	Start/End
→	Arrow
▽	Document
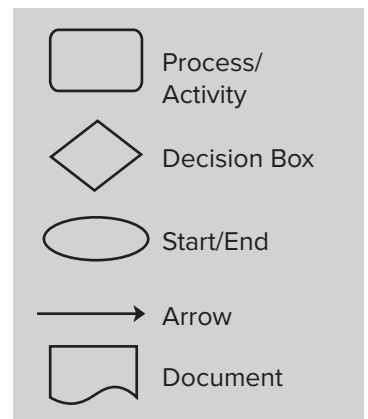
**Process Mapping and Analysis –** draw out the **DESIRED** process

Desired Process Flow Chart

Problem or Gap Identification — Which steps in the process are currently problematic? **Prioritize** and note down below the biggest problems/gaps i.e. occur most frequently, have the most impact on performance

1	
2	
3	
4	
5	

Root Cause Analysis – for each of the problems above, use Root Cause Analysis (5-Whys and/ or Fishbone) to determine what could be the true causes of each problem. Remember to be very specific and **only** note down priority causes i.e. occur most frequently, have the most impact on performance

Fishbone Diagram
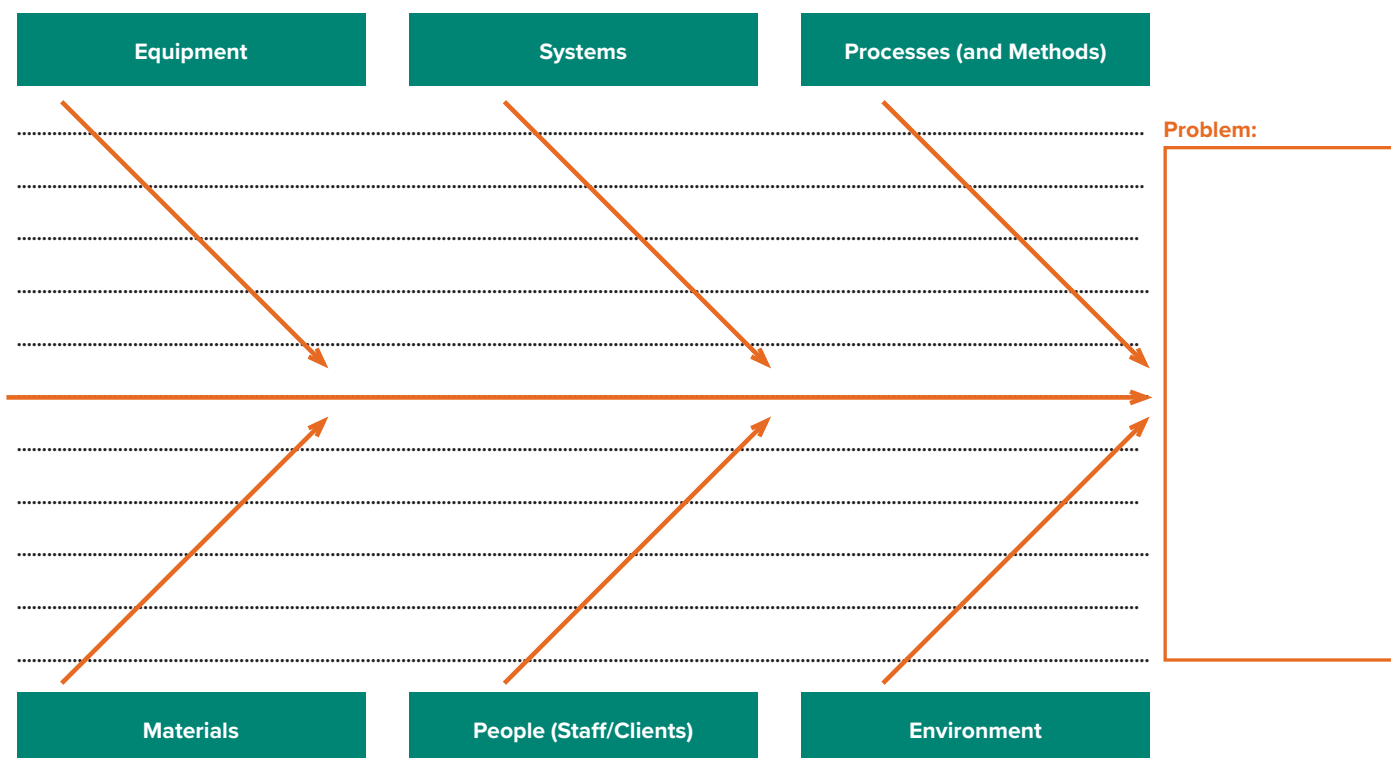
Problem #	Priority Root Causes
1	
2	
3	
4	
5	

Changes/Interventions to be tested – write down the prioritized interventions you plan on implementing to address root causes. *Where necessary, use the Quality Improvement Documentation Journal or the POA Planning Checklist to plan how the intervention(s) will be implemented.*

1	
2	
3	
4	
5	