

HCD PHASES

Tip #1

Tip #2

Tip #3

Tip #4

Tip #5

Planning

Develop a formal strategy that outlines when local stakeholders (e.g., government and non-government) will be involved during the design, implementation, and evaluation process. Participatory engagement at key points is recommended to increase buy-in, such as during project kickoff, idea generation, and synthesis of research and prototype findings. Make sure to brief all stakeholders on what HCD is and how it might be different from what they are used to.

At the project outset, solicit input from key decision makers at the local and national levels to understand what evidence they would need to see (and with what frequency) in order to make the case for continued support and investment in this programming.

Create an ecosystem map to understand key actors (including key supporters and opposers) relevant to the focus challenge and their relationship to each other. This should also include identification of any relevant policies or regulations that affect the focus challenge (e.g., restrictions on CSE or abortion access). Create this collaboratively with a team of key stakeholders or at least get their input on it.

Create a mitigation strategy in the event that stakeholders have opposing views from one another (or opposing views toward the research findings) that could derail progress of the intervention.

Remain updated on the changing political and policy climate and how it might affect the stakeholders' relationship to the project.

Research

Assess who the most relevant and key influencers are in young people's lives (i.e., parents, teachers, romantic partners, peers). Conduct formative research interviews with individuals from these key influential groups to better understand their motivations, constraints, and beliefs.

Research power dynamics and cultural norms to understand the role that key stakeholders have in young people's lives (e.g., parents). Consider how you may need to tailor the design and implementation of the program to accommodate the power dynamics in young people's lives.

Prototyping

Identify points when stakeholders (community, government) will provide relevant feedback on the prototypes in a timely manner, without delaying the design process significantly. Conduct a shareback session in the local language at the end of the prototyping phase to share learnings.

Conduct prototyping sessions with key influencers, in addition to youth, to assess how the solution ideas might benefit, burden, excite, or alarm these influencers who affect the young people's lives.

HCD PHASES

Implementation

Tip #1

Ensure buy-in from government and community leaders prior to implementation in order to ensure sustainability.

Tip #2

Hold regular shareback meetings with community and governmental stakeholders to provide updates on implementation, receive feedback, and identify opportunities for scale up of promising intervention components.

Tip #3

Allow for opportunities to tweak the intervention model based on feedback from key stakeholders who are actively involved in the implementation.

Evaluation

Create dissemination pieces about program results that are accessible and understandable for community stakeholders, not just academics or the global health research community.

Outline actionable recommendations for future implementation for each stakeholder type.

Links to relevant open-source resources (e.g. case studies, checklists, tools, trainings)

Improving Data Integrity in Public Health: A Case Study of an Outbreak Management System in Nigeria
https://www.ghspjournal.org/content/9/Supplement_2/S226

Using Human-Centered Design to Develop, Launch, and Evaluate a National Digital Health Platform to Improve Reproductive Health for Rwandan Youth
https://www.ghspjournal.org/content/9/Supplement_2/S244/tab-figures-tables

Designing Drug Shops For Young Women In Tanzania: Applying Human-Centred Design To Facilitate Access To Hiv Self-Testing And Contraception
<https://academic.oup.com/heapol/article/36/10/1562/6329132>

Stakeholder Engagement Navigator
<https://dicemethods.org/HumanCenteredDesign>

Stakeholder Engagement Toolkit for HIV Prevention Trials
<https://www.fhi360.org/resource/stakeholder-engagement-toolkit-hiv-prevention-trials>

Ecosystem Map
<https://servicedesigntools.org/tools/ecosystem-map>