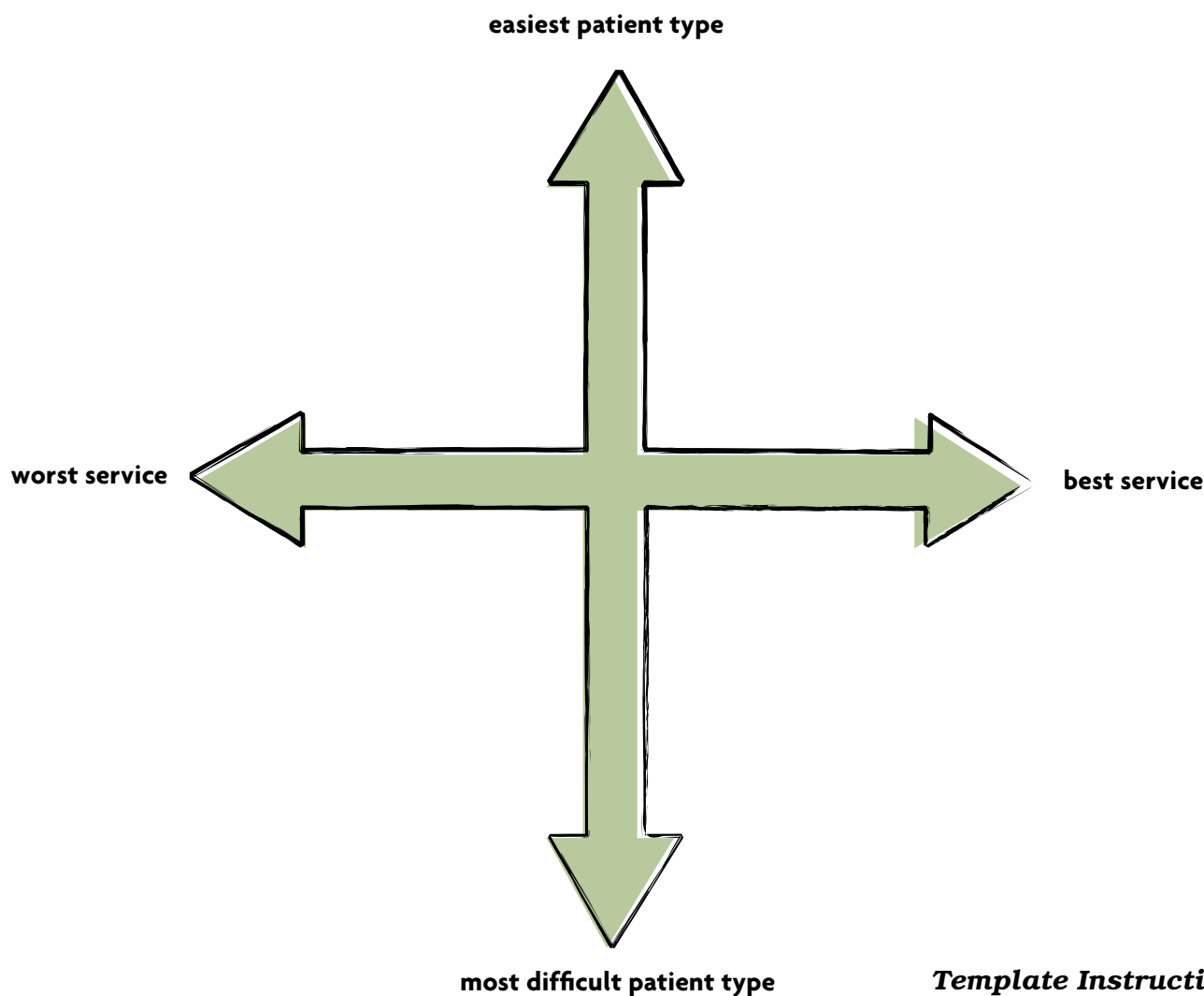


Scenario template



Template Instructions

- identify the issue you wish to explore. Identify worst and best service extremes of the issue. Give each one a short, easy name
- Identify the easiest and most difficult patient types. Name these too.
- Combine your extremes of service delivery and patients into scenarios. Give these scenarios names.
- Plot these on the diagram. Try to have one in each quadrant. For example, you might combine a worst service with an easiest patient type.
- Flesh out each scenario with details.
- Introduce the improvement into each scenario and experiment with them!
- Document your learnings as you go.