

Questions for Gathering Background Information on the Context

The OPQ team should look for background information from existing reference documents and talk to stakeholder groups to answer questions such as:

- What are the mission and strategic goals of the organization the OPQ team is working with?
- What is the organization's structure? Who will need to approve the use of OPQ and its activities to solve problems? What are the organization's existing systems, services, and resources that may support the OPQ process?
- Who is/are the person(s) who want to use the OPQ process to improve performance and quality?
- What is the organization's readiness for change? What are potential barriers to organizational change?
- How are decisions made at various levels of the organization?
- How does the cultural context of the organization and the clients/communities it serves affect employees/teams and the organizational ability to perform up to standard?
- What are the national health goals, policies, standards, regulations, scopes of work?
- What is the connection between the organization's mission/goals and the national health goals, policies, standards, regulations, scopes of work?
- What are the societal norms and culture that may affect the work of the organization?
- What other agencies are active in the area? What are they doing? What have been the outcomes of their work?
- What are potential infrastructural or logistical constraints?
- What are the health worker/employee mix, skills, and perspectives?
- What are client and community status (socioeconomic, educational), needs and perspectives?
- What are the demographics of the population served? Rural or urban? Men, women or both? Young or old?