<table>
<thead>
<tr>
<th>Clarifying a problem</th>
<th>About clinical &amp; public health issues</th>
<th>About health and social system issues</th>
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</table>
| 1                    | What is the **problem** (and its causes)? | • A risk factor or condition  
• A program, service or product being used  
• Current health- and social-system (governance, financial and delivery) arrangements within which programs, services and products are provided  
• Current degree of implementation of an agreed course of action |
| 2                    | How did the problem come to **attention** and how did this process influenced the prospect of it being addressed? | • e.g., for Canada [www.chi.ca](http://www.chi.ca) for national health and healthcare utilization databases  
• e.g., for all countries [www.lexisnexis.com/hottopics/inacademic](http://www.lexisnexis.com/hottopics/inacademic) for media coverage of health and social issues |
| 3                    | What **indicators** can be used, or collected, to establish the magnitude of the problem and to measure progress in addressing it? |PubMed HSR Queries  
→ Process assessment  
→ Outcomes assessment |
| 4                    | What **comparisons** can be made to establish the magnitude of the problem and to measure progress in addressing it? |PubMed HSR Queries  
→ Qualitative research |
| 5                    | How can a problem be **framed** (or described) in a way that will motivate different groups? |Health Systems Evidence  
for health-system arrangements  
[www.healthsystems evidence.org](http://www.healthsystems evidence.org)  
**Social Systems Evidence**  
for social challenges and social-system arrangements  
[www.socialsystemsevidence.org](http://www.socialsystemsevidence.org) |

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<th>Framing options</th>
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| 1                | Has an appropriate set of **options** been identified to address the problem (within one or more of the areas where problems were identified)? | • Introducing, changing or discontinuing a program, service or product  
• Introducing, changing or discontinuing a health- or social-system arrangement that contributes to whether the right mix of programs, services and products get to those who need them  
• Implementing an agreed course of action |
| 2                | What **benefits** are important to those who will be affected and which benefits are likely to be achieved with each option? | ACCESSSSS (or Cochrane Library)  
for clinical programs, services and drugs  
[www.accessss.org](http://www.accessss.org)  
(or [www.cochranelibrary.com](http://www.cochranelibrary.com))  
**Health Evidence**  
for public health programs and services  
[www.healthevidence.org](http://www.healthevidence.org) |
| 3                | What **harms** are important to those who will be affected and which harms are likely to arise with each option? |Health Systems Evidence  
for health system arrangements  
[www.healthsystems evidence.org](http://www.healthsystems evidence.org)  
**Social Systems Evidence**  
for social challenges and social-system arrangements  
[www.socialsystemsevidence.org](http://www.socialsystemsevidence.org) |
| 4                | What are the local **costs** of each option and is there local evidence about their cost-effectiveness? | ACCESSSSS (or PubMed HSR Queries)  
for economic evaluations of any option  
[www.accessss.org](http://www.accessss.org)  
→ Costs or economics) |
| 5                | What **adaptations** might be made to any given option and might they alter its benefits, harms and costs? |PubMed HSR Queries  
→ Qualitative research |
<p>| 6                | Which stakeholders’ <strong>views and experiences</strong> might influence the acceptability of an option and its benefits, harms and costs? | |</p>
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<th>Identifying implementation considerations</th>
<th>About clinical &amp; public health issues</th>
<th>About health and social system issues</th>
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<tbody>
<tr>
<td>1</td>
<td>What are the potential <strong>barriers</strong> to and <strong>facilitators</strong> of the successful implementation of the policy or program (at each of the following levels)?</td>
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<tr>
<td></td>
<td>• Patients/citizens (e.g., awareness of the availability of a free program)</td>
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<td></td>
<td>• Providers (e.g., adherence to guidelines)</td>
<td></td>
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<td></td>
<td>• Organizations (e.g., performance management)</td>
<td></td>
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<td></td>
<td>• Systems (e.g., enforcement of regulations)</td>
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<tr>
<td>2</td>
<td>What strategies should be considered in order to facilitate the necessary behavioural changes among <strong>patients/citizens</strong>?</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>What strategies should be considered in order to facilitate the necessary behavioural changes among <strong>providers</strong>?</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>What strategies should be considered in order to facilitate the necessary <strong>organizational changes</strong>?</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>What strategies should be considered in order to facilitate the necessary <strong>system changes</strong>?</td>
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For **systematic reviews**:<br>1. What’s the quality (AMSTAR) score?<br>2. How **locally applicable** are the key messages?

- “user fees” ≠ user fees
- (doctor AND nurse) OR pharmacist ≠ doctor AND (nurse OR pharmacist)
- nurs* = nurse OR nurses OR nursing

**SUPPORT tools available at www.mcmasterforum.org**