

Building Innovation Capacity for People-Centered, Equitable Primary Healthcare

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Introduction

I supported the Service Delivery Innovation team's objectives in designing and operationalizing human-centered design (HCD) methodologies and supporting capacity strengthening programs.

Objectives of Internship

- Learn how HCD, applied systems thinking, and digital innovation can be applied to global health
- Understand the World Bank from an 'insider perspective'

Work profile

- The World Bank's (WB) twin goals are to end extreme poverty and boost prosperity.
- HNP practice supports WB goals through enabling the achievement of Universal Health Coverage
- The SDI team focuses on adapting and scaling proven tech and non-tech innovations. They embed in country task teams to operationalize innovation for impact, scale, and sustainability

Workstreams



Image from [World Bank](#)

Description: The SDI team launched a first-of-its-kind capacity building program that focuses on applied systems thinking, with design at its core. The program equips health leadership teams with the mindsets and capabilities to work collaboratively in designing adaptive, people-centered health systems.

Outputs/ Deliverables:

Helped team strategize and execute the closing stage of a two-year journey, from project conception to the graduation of the inaugural cohort of health leaders from six states in Nigeria.

This workstream included:

- Drafting communications for the learner community and subject matter experts
- Building the closing session template, e.g. reflection questions, session flow
- Designing endline survey and collating feedback to inform future program iterations
- Reviewing the end-to-end program report
- Support follow-on technical assistance discussions

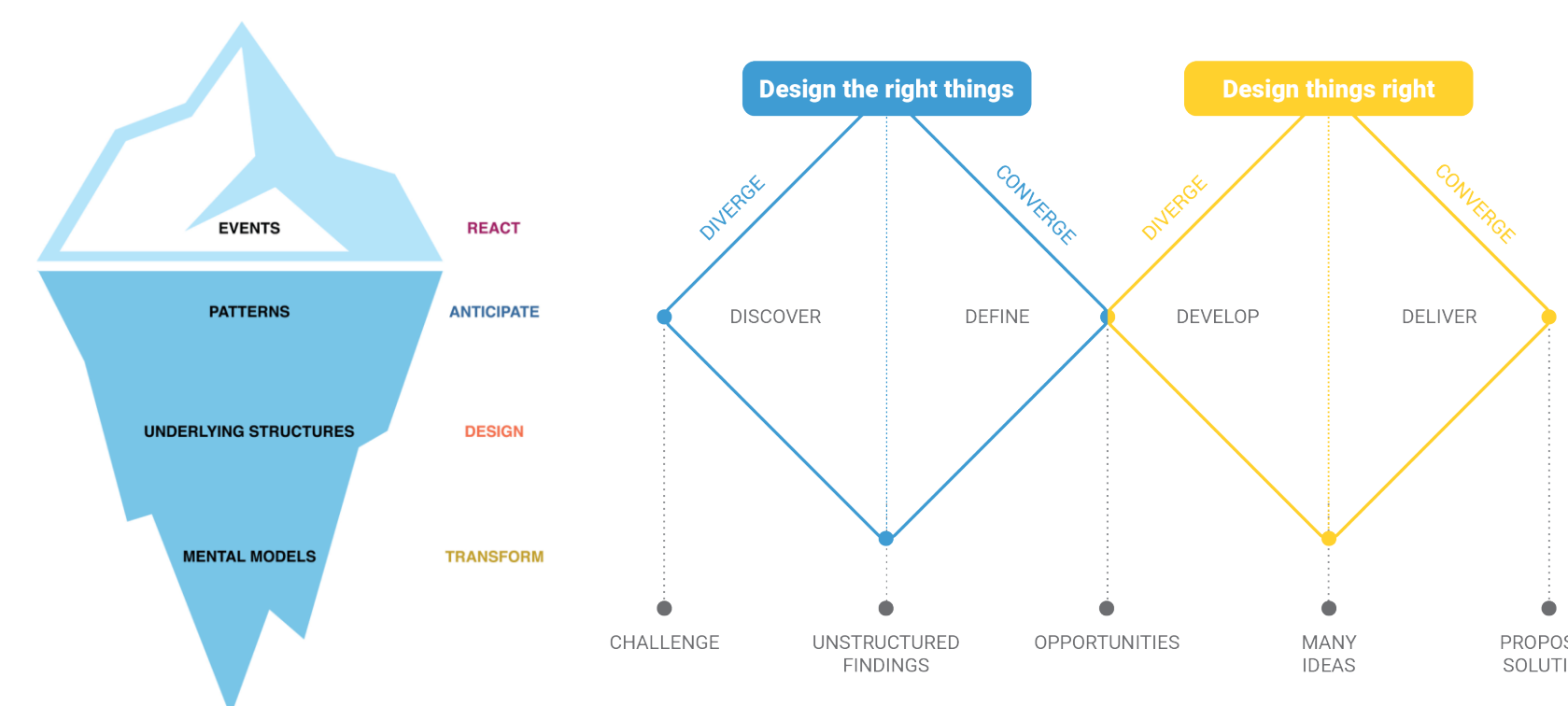
Description: Supported team in producing and disseminating key knowledge products synthesizing their global experiences for the public domain.

Outputs/ Deliverables:

Contribute to the development and dissemination of knowledge products.

This workstream included:

- Contributing to an article on the importance of embedding systems and design thinking mindsets in quality of care reforms for *The BMJ*, a leading medical journal
- Reviewing curriculum for an upcoming co-taught class World Bank staff and Parsons School of Design faculty on designing for global health equity



Images from [Didem Gürdür Broo; Design for Health](#)

Reflections

- A deep-dive into HCD and systems thinking for global health has given me new frameworks and methodologies to navigate and tackle complex and dynamic challenges
- Gained a deeper appreciation for the World Bank's role in shaping discourse and action in international development, as well as day-to-day Bank operations
- Gained insight on the challenges and opportunities of working at a global development finance institution

Conclusion

My internship with the SDI team at the World Bank was illuminating from both a knowledge and a professional development perspective.

Acknowledgements

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