# The NASSS-CAT tools: a short guide

These tools are based on the Non-adoption, Abandonment, and challenges to Scale-up, Spread, and Sustainability (NASSS) framework, combined with a Complexity Assessment Toolkit.

**NASSS-CAT SHORT** is a ‘taster’ version which only takes a few minutes to complete. It has been designed to illustrate the general idea of a multi-domain analysis of a complex technology challenge. It could, for example, be distributed in a seminar for people to try. It includes 3-5 questions in each domain, plus some space to make free-text notes. If a group of stakeholders finds NASSS-CAT SHORT useful, they may be motivated to plan a more specific, full-day meeting to apply the longer version.

**NASSS-CAT LONG** is more detailed and intended to be used at the stage when there is an idea, suggestion or broad goal to introduce a technology but there is not yet a formal, agreed project. It includes the same high-level questions as the short version but also a second level of detail (2-5 additional sub-questions) on each question. NASSS-CAT LONG can be used for detailed reflection, due diligence and preliminary project planning, usually (though not necessarily) with support from a trained facilitator.

Importantly, each domain in the NASSS-CAT LONG includes a section for a free-text narrative: what does the responder think are the key issues – and how does he or she frame them? Almost certainly, more than one person from the organisation/partnership will need to complete this instrument – and there should be opportunities for different stakeholders to discuss their different perspectives on each domain. A technology designer, a nurse, and a patient, for example, will each have a different perspective on the value proposition of a new technology. They don’t have to agree – but they do have to learn about everyone else’s point of view!

There are many possible ways of using the NASSS-CAT LONG:

* Distribute it for people to fill out before a workshop (or as the first session in a workshop)
* Ask a researcher or facilitator to conduct a series of phone interviews with different stakeholders, and populate the NASSS-CAT with their responses
* In a workshop or other interactive session, the facilitator might summarise people’s responses to the NASSS-CAT and highlight areas of consensus and divergence
* Use design approaches (e.g. exploring personas, working through scenarios, collective brainstorming) to work adaptively through challenges

**eNASSS-CAT toolkit** combines NASSS-CAT Short and Long in digital format (Google spreadsheets or Office 365). You can use this online toolkit flexibly to reach the level of detailed reflection that your project requires at different points in time and to invite contribution from distributed teams (as described above). The eNASSS-CATtoolkit also provides interactive visualisations you can use in presentations and meetings.

**NASSS-CAT PROJECT** is a 35-item instrument for assessing, monitoring, reducing and responding to the perceived complexity of a technology project over time. Project teams may use this tool in a variety of ways – perhaps in an initial in-depth kick-off workshop followed by periodic reviews – and usually with a trained facilitator or project consultant. Available as a Word document, but also in Google spreadsheets and Office 365.

**NASSS-CAT INTERVIEW** is a set of semi-structured interview prompts based on the NASSS-CAT LONG. It is intended for people who want to do research or detailed qualitative evaluation of a technology implementation project. It was originally developed in response to a request from a PhD student who wanted use the NASSS-CAT tools to guide a detailed study of a change project involving a new technology. The questions are not intended to be fixed or exclusive (i.e. researchers and evaluators should modify them as appropriate, acknowledging the original source).

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