

Craig Kuziemy

Systems Based Approaches for Health Care Transformation

Healthcare systems worldwide are transforming into collaborative patient centered systems, defined by new interactions across patients, providers, and settings. While these new interactions can be a means of improved access and quality of care delivery, managing the interactions can be a significant challenge. The COVID-19 pandemic has helped us create a digital world including great advances in digital health delivery. We need to ensure we maintain the momentum we have made at digitizing society while also ensuring that digitization does not bring undesired unintended consequences.

Healthcare transformation efforts such as the design of digital health tools must be informed by systems thinking. Systems thinking allows us to understand all the interacting concepts in healthcare transformation so that we can best manage these interactions including the need to balance trade-offs across providers, settings, and processes. However, we lack rigor in how we use systems thinking or modeling approaches to assist with healthcare transformation efforts. Existing system modeling approaches (e.g. Business Process Management) often fail to properly represent health system complexity. This talk will introduce systems thinking and our research at using it to guide healthcare transformation efforts.