Interconnected Systems Mapping

Overview

Supporting better quality health and social care for everyone in Scotland
Contents

• Purpose of an ISM
• What an ISM doesn’t do
• What an ISM can do
• Other things to bear in mind
Purpose of an ISM
Purpose of an ISM

• To deliver a visual overview of an integrated health, social care and community system

• Once completed, can be considered for what insights it offers around the interconnectedness of the system.

• Help provide an understanding of the flow of demand on the health and social care system, indicate focus areas for further improvement work, and enable informed strategic decision-making.
Example ISM
What an ISM Doesn’t Do
What an ISM Doesn’t Do

• Provide the answer!
• Make recommendations, forecasts or predictions
• Provide insights into context, culture, behaviours, experiences
• Show the reasons behind failure demand
• Show / monitor user flow, access or uptake of services
What an ISM Can Do
What an ISM Can Do

- ISM can be used as a sense-making and communication tool to:
  - Make a complex system visible
  - Understand a complex system before change to avoid unintended consequences
  - Inform decision-making for change
  - Identify which services may be affected by a change
  - Understand where in the system current change and improvement initiatives are focused
  - Help analyse the gap between the ‘as-is’ state and the ‘to be’ state
  - Enable diagnosis of issues across many parts of a system
  - Enable people within the system to understand the interconnectedness of the system of their role within it
  - Identify key stakeholders
Other Things to Bear in Mind
Other Things to Bear in Mind

- The ISM is not an outcome in itself – need to use it for something (e.g. to support decision making)

- Shows a system at a point in time

- Not just a ‘health services’ map – need to think of all parts of the system which enable people to live well

- Quality of the map is directly impacted by the quality of the data gathered to go into it
Keep in touch

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