

Health Care from a Systems Thinking Perspective

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Objective

Highlight the systems thinking perspective in ensuring quality health care. Transforming the healthcare delivery system, changing healthcare DESIGN, STRUCTURE AND processes to correct inherent structural deficiencies.

Around the world, healthcare organizations are encountering growing pressures to simultaneously improve the quality, safety of health and well being of the public, improve outcome, cut increasing costs and remain competitive bearing in mind the growing use of technology development and culture change. To achieve these goals, A number of assessment mechanisms have been used to address quality in medical care organizations and measure performance, The most common are JCI/ISO/ EFQM, (CBAHI IN SAUDIARABIA) and other accreditation mechanisms.

However, Evidence from based studies and client experience suggests that External evaluation mechanisms are a good tool to improve infrastructure. It is also an effective way to complement internal processes and measure progress, but little or no effect of accreditation on patient's satisfaction. The value added is optimal when there is a clear, mutual understanding of purpose, a teamwork approach and a commitment to use the results of all forms of evaluation to Shape a change in agenda. Nevertheless the success is constrained by many variables and many impediments in the applications, starting with poor commitment from leadership seeing these mechanisms as mean rather than do ,There is also a decline of attention to the diseases, instead of addressing the patients 'social and psychological needs which will reflect and have high impact on the outcome of patient experience. as a direct consequence, there is an increasing fear of lack of focus on patient-centered quality and safety and the impact of such mechanisms In the outcome and patient satisfaction . Nevertheless, implementation focuses more on the individual part of services or element, whereas organizational and managerial aspect are minimized or even neglected altogether. Furthermore, we do not consider the impact of these elements on each other.

From system thinking perspective, the foundations of Success quality system of any organization are function of several variables. Accreditation programmers are most effective when they in conjunction with other strategies to focuses on patient needs, accessibility, informative, service, with more accountability and compliance.

The implementation of successful TQM mechanisms requires a fundamental shift in thinking from how to best provide a wide variety of independent services to how to effectively combine individual service components into an integrated health care system focuses on the all the process of the journey experience that meets patient needs and preferences. Extensive redesign of the basic work processes are needed , advocates will result in significant changes, in scope, task responsibilities, professional autonomy, decision making and reporting relationships. Health care/system redesign involves making systematic changes.

The focus should be on few aspects, first understanding the interdependencies of different dimensions existing in the healthcare delivery experience, and the changes identified to improve quality care, which is measurable and accountable for. Conceptualizing the healthcare services as a structured system is the essential prerequisite to the management of effective changes and excellence. Second To drive change and improve healthcare performances it is critical and vital to know what matters to the customer's by maximizing the patient's care experience, this not only includes respect, the bond of trust, the shared decision making, but also the well-coordinated correspondences which will have influence in the outcome and overall efficiency.

Conclusion

It goes without saying that understanding your organization as ainterrelated elements system is the essential prerequisite to the management of effective change, as it enables leaders and workers to understand that the majority of performance is caused by how the system has been designed. Moreover, the inter dependent relation and influence between these elements. System thinking is an enterprise aimed at seeing how things are connected to each other within some notion of a whole entity [1-6].

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