



Healthcare  
Improvement  
Scotland

ihub

# Interconnected Systems Mapping

Overview

Improvement Hub

Enabling health and  
social care improvement

# Contents



- Purpose of an ISM
- What an ISM doesn't do
- What an ISM can do
- Other things to bear in mind



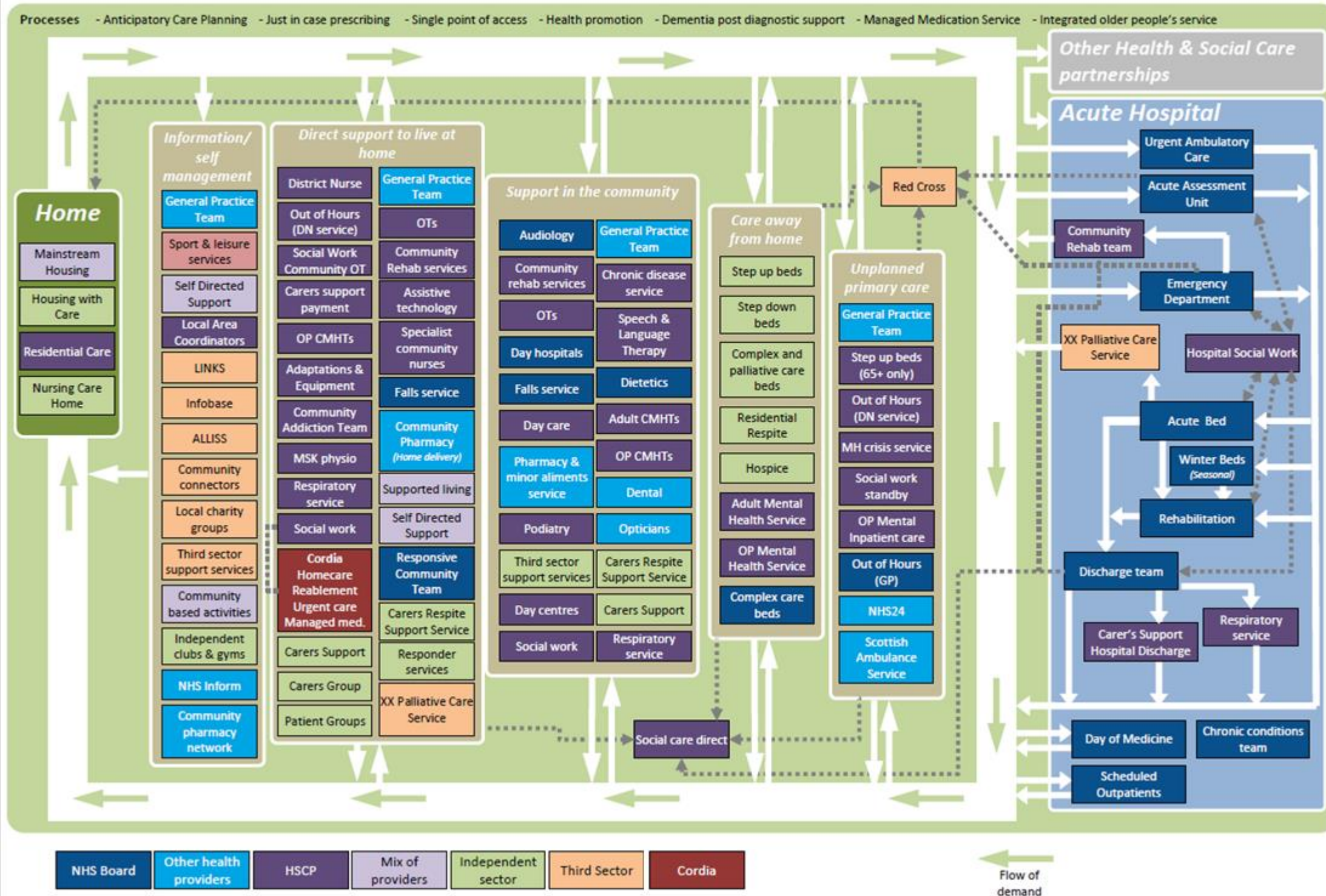
# Purpose of an ISM


# 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

## XX HSCP Health and Social Care System – Unscheduled care for adults





# What an ISM Doesn't Do

# What an ISM Doesn't Do

- Provide the answer!
- Make recommendations, forecasts or predictions
- Provide insights in to 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

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- 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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