Interconnected Systems Mapping

Overview
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Purpose of an ISM
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- 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 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
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