

1. Making sense of complexity

Dr Maxine Power



*A connected community working
together to improve health and care
quality across the UK*

ISQua
Successful Healthcare Improvements From Translating Evidence in complex systems
[SHIFT-Evidence]: simple rules to guide practice and research
2018

Improvement



- 1 Science & Pragmatism
- 2 Embrace Complexity
- 3 Engage & Empower



in complex systems....

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in complex systems....

Perspectives on Quality

Successful Healthcare Improvements From Translating Evidence in complex systems (SHIFT-Evidence): simple rules to guide practice and research

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Abstract

Background: Evidence translation and improvement research indicate that healthcare contexts are complex systems, characterized by uncertainty and surprise, which often defy orchestrated intervention attempts. This article reflects on the implications of complexity on attempts to translate evidence, and on a newly published framework for Successful Healthcare Improvements From Translating Evidence in complex systems (SHIFT-Evidence).

1

Science

&

Pragmatism

Act Scientifically & Pragmatically

Knowledge of existing evidence needs to be combined with knowledge of the unique initial conditions of a system. Interventions need to adapt as the complex system responds and learning emerges about unpredictable effects.

Evidence+Context+Adaptation

2

Embrace Complexity

Embrace Complexity

Evidence-based interventions only work if related practices and processes of care within the complex system are functional. Evidence-translation efforts need to identify and address any problems with usual care, recognizing this typically includes a range of interdependent parts of the system.

Evidence + Process + Defects + Improvement

3

Engage

&

Empower

Engage and Empower

Evidence translation and system navigation requires commitment and insights from staff and patients with experience of the local system. Changes need to align with their motivations and concerns.

Evidence + Commitment + Motivation + Capabilty

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