



Swiss TPH



How an Online Community of Practice Facilitated
the Use of Systems Thinking Approaches for more
Resilient Health Systems during COVID-19

Carmen Sant Fruchtmann
Helen Prytherch

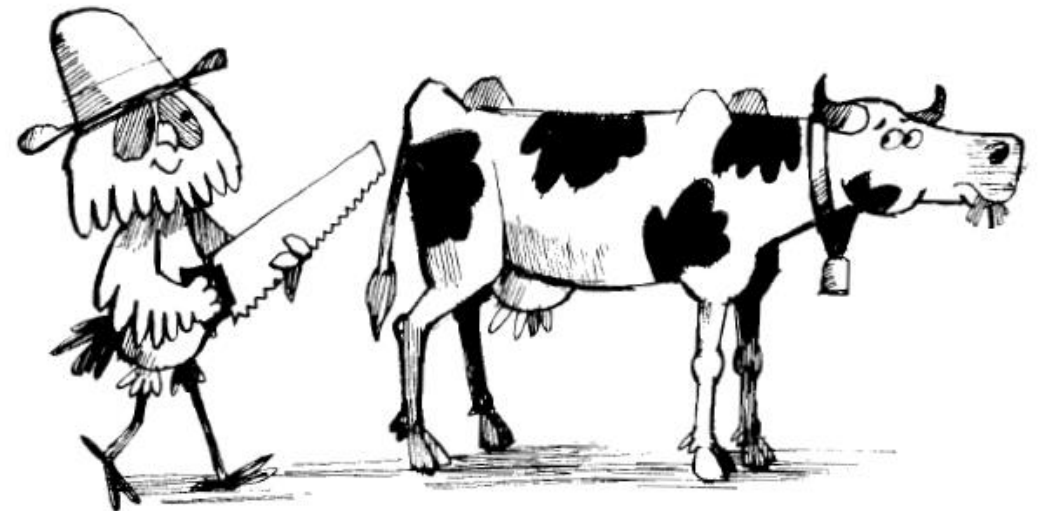
3 November 2021

Systems Thinking for District Health Managers

“...dividing the cow in half does not give you two smaller cows (...) This is what we mean when we say a system functions as a “whole”. Its behavior depends on its entire structure and **not just on adding up the behavior of its different pieces.**”

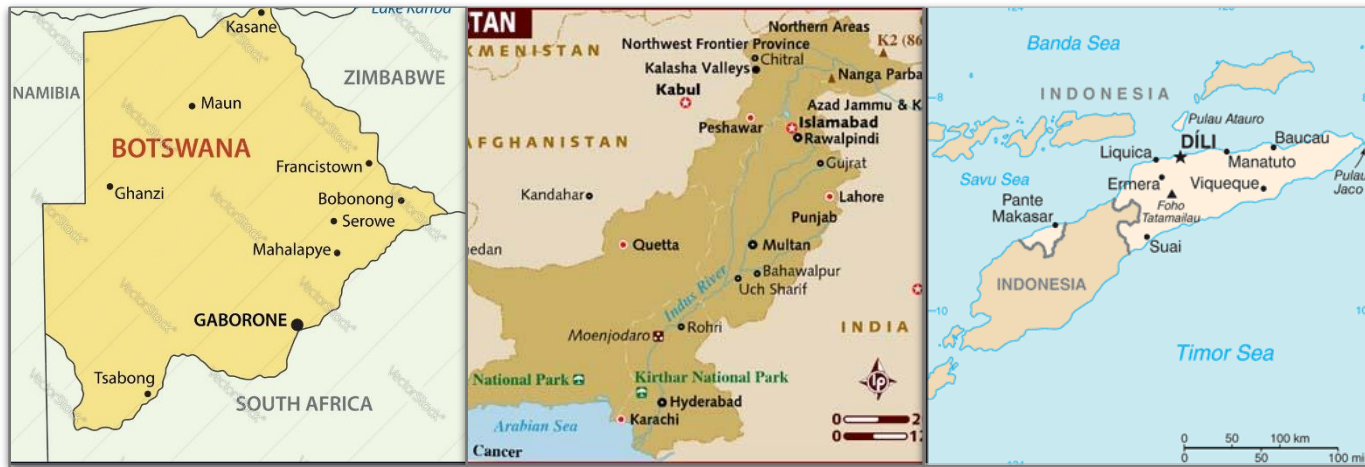
Kauffman, 1980, p2

How can district manager capacities for systems thinking and practice be better supported and sustained to improve district health systems?



“Dividing a cow in half does not give you two smaller cows.”

Countries



Botswana

Pakistan

Timor-Leste

Strategy



Systems Thinking Community of Practice



SYSTEMS THINKING FOR DISTRICT HEALTH SYSTEMS

6th Global Symposium on Health Systems Research 2020

Speakers

 Daniel Cobos Swiss TPH	 Don de Savigny Swiss TPH	 Carmen Sant Swiss TPH	 Zaem Zia District Health Officer Islamabad	 Shamsa Rizwan Fazaia Medical College
 Antonio Bonito WHO Timor-Leste	 Tshiamo Keakebetse IDM Botswana	 Aku Kwamie Alliance for Health Policy and System Research	Moderator	
			 Helen Prytherch Swiss TPH	

MONDAY 9th of November

1 pm - 3 pm (Dubai time)	11am - 1pm (Gaborone time)
10 am - 12pm (Basel time)	2pm - 4pm (Islamabad time)
	6pm - 8pm (Dili time)







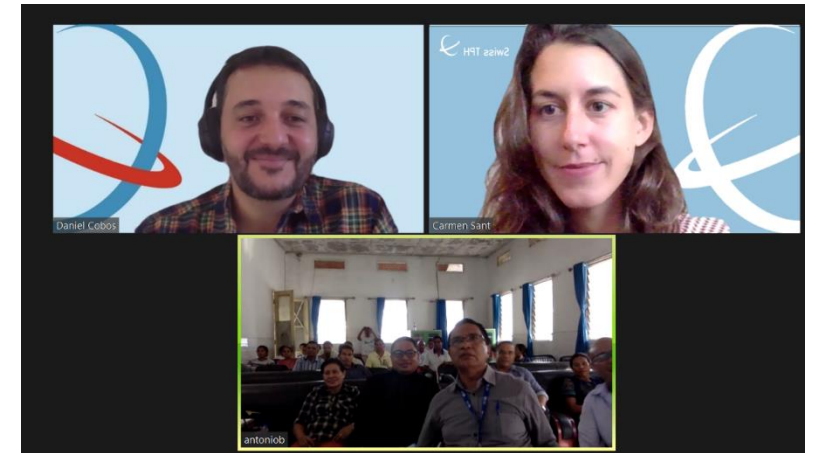
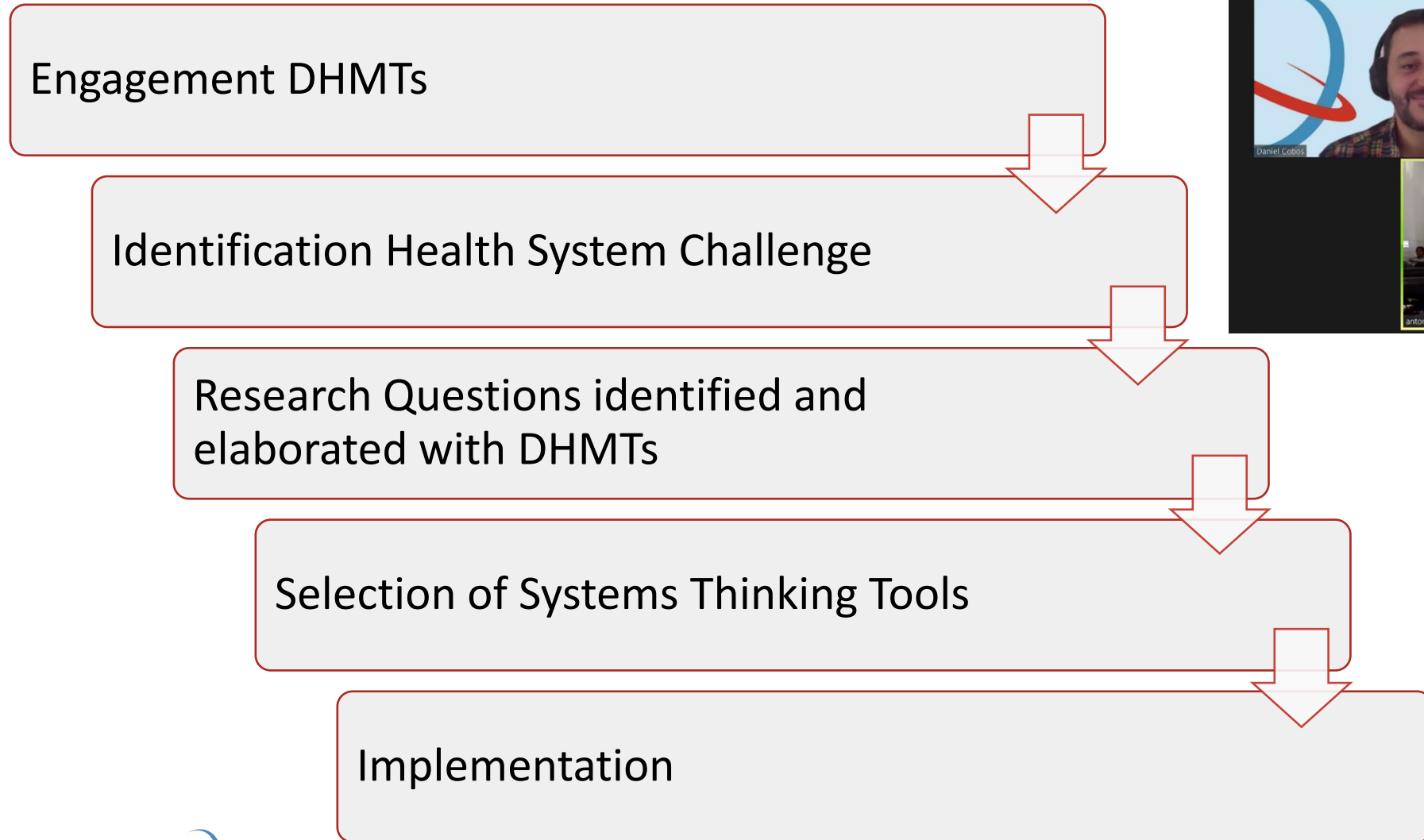
#TogetherApart Seminar Series | 6 June 2020 replay

Unintended Consequences

the impact of covid-19 on Health Systems

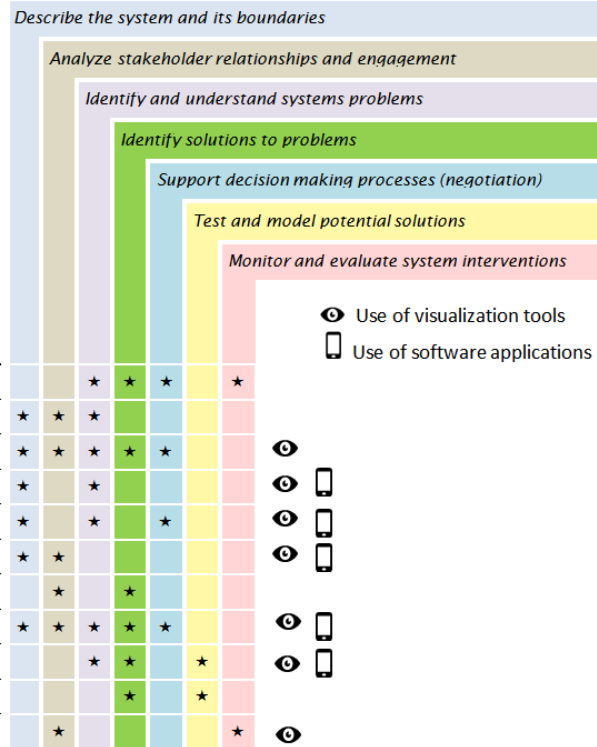
 TSHIAMO KEAKABETSE Institute for Development Management, Botswana	 AKU KWAMIE Alliance for Health Systems and Policy Research, WHO	 AMIRHOSSEIN TAKIAN Tehran University of Medical Sciences, Iran	 SHAMSA RIZWAN Child Advocacy International, Pakistan	 DANIEL COBOS Swiss Tropical and Public Health Institute
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How did we adapt?



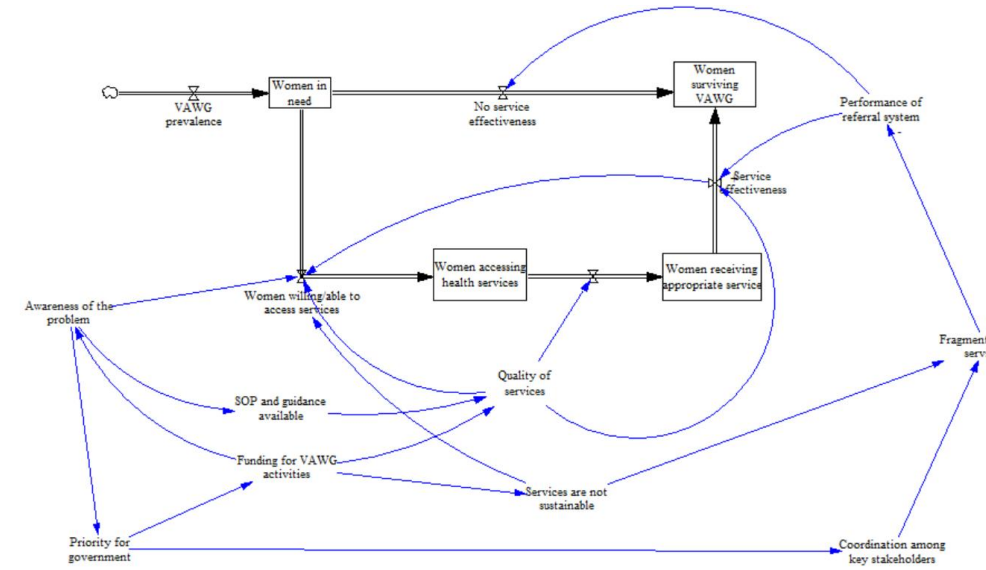
Systems Thinking for Districts

I need to...

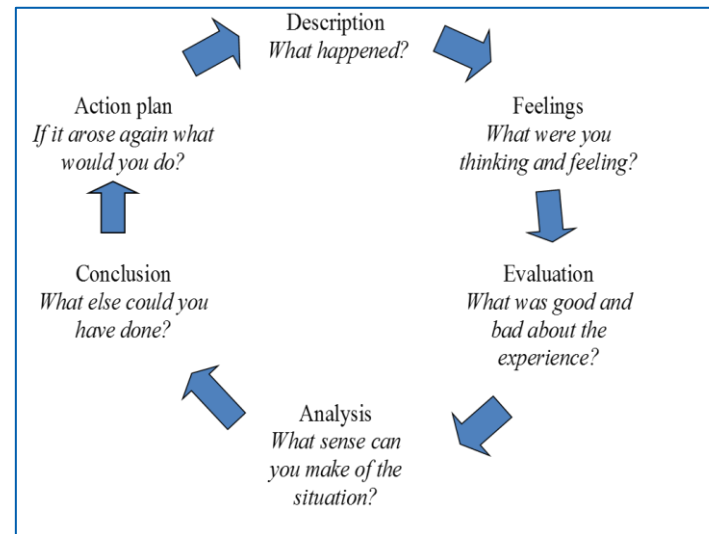


Approaches and tools that can help

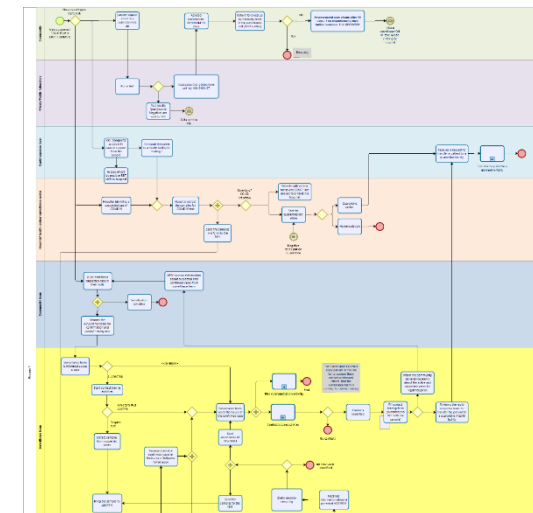
Embedded Systems Approaches			*	*	*				*	
Boundary Critique	*	*	*	*	*					
Soft systems	*	*	*	*	*					👁
Cynefin	*		*	*	*					👁 📱
Causal loop diagrams	*		*	*	*					👁 📱
Network analysis	*	*	*	*	*					👁 📱
Human systems dynamics		*	*	*	*					👁 📱
Process mapping	*	*	*	*	*					👁 📱
System dynamics modeling			*	*	*		*	*		👁 📱
Scenario technique			*	*	*		*	*		👁
Outcome mapping		*	*	*	*		*	*		👁



Causal Loop Diagram



Reflective Practice



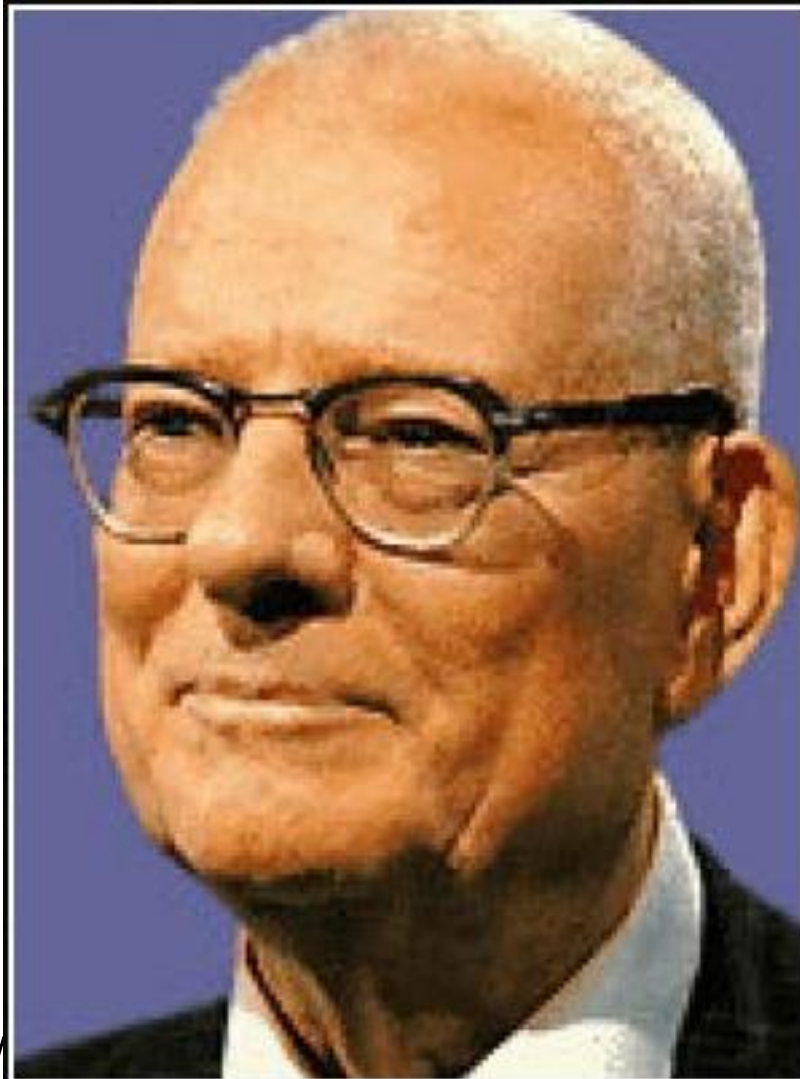
Process Mapping

Islamabad Model for contact tracing

- DHMT ICT
- Alliance for Health Policy and Systems Research
- Swiss Tropical and Public Health Institute
- Child Advocacy International



Process mapping



If you can't describe what you are doing as a process, you don't know what you're doing.

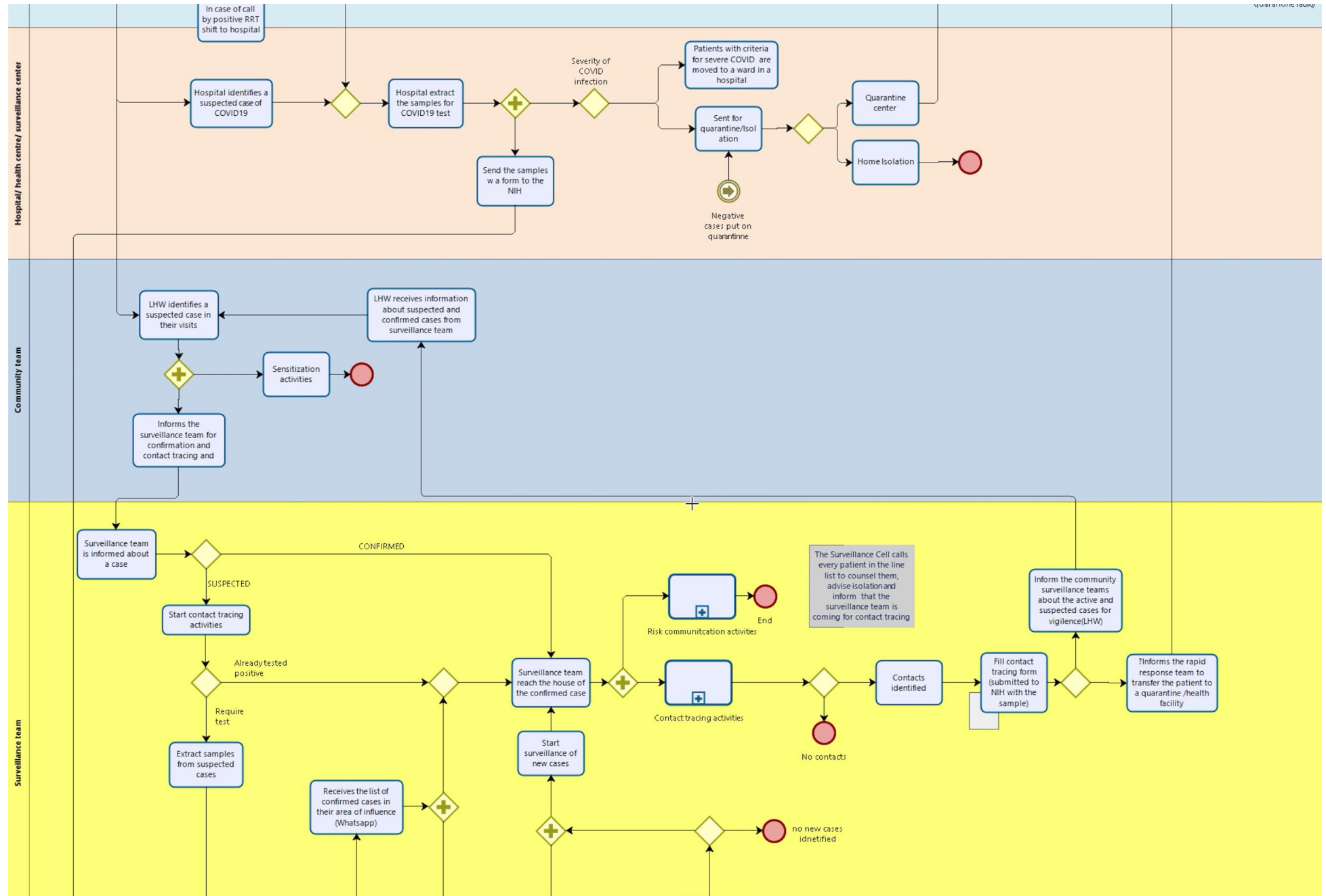
— *W. Edwards Deming* —

AZ QUOTES

Process mapping

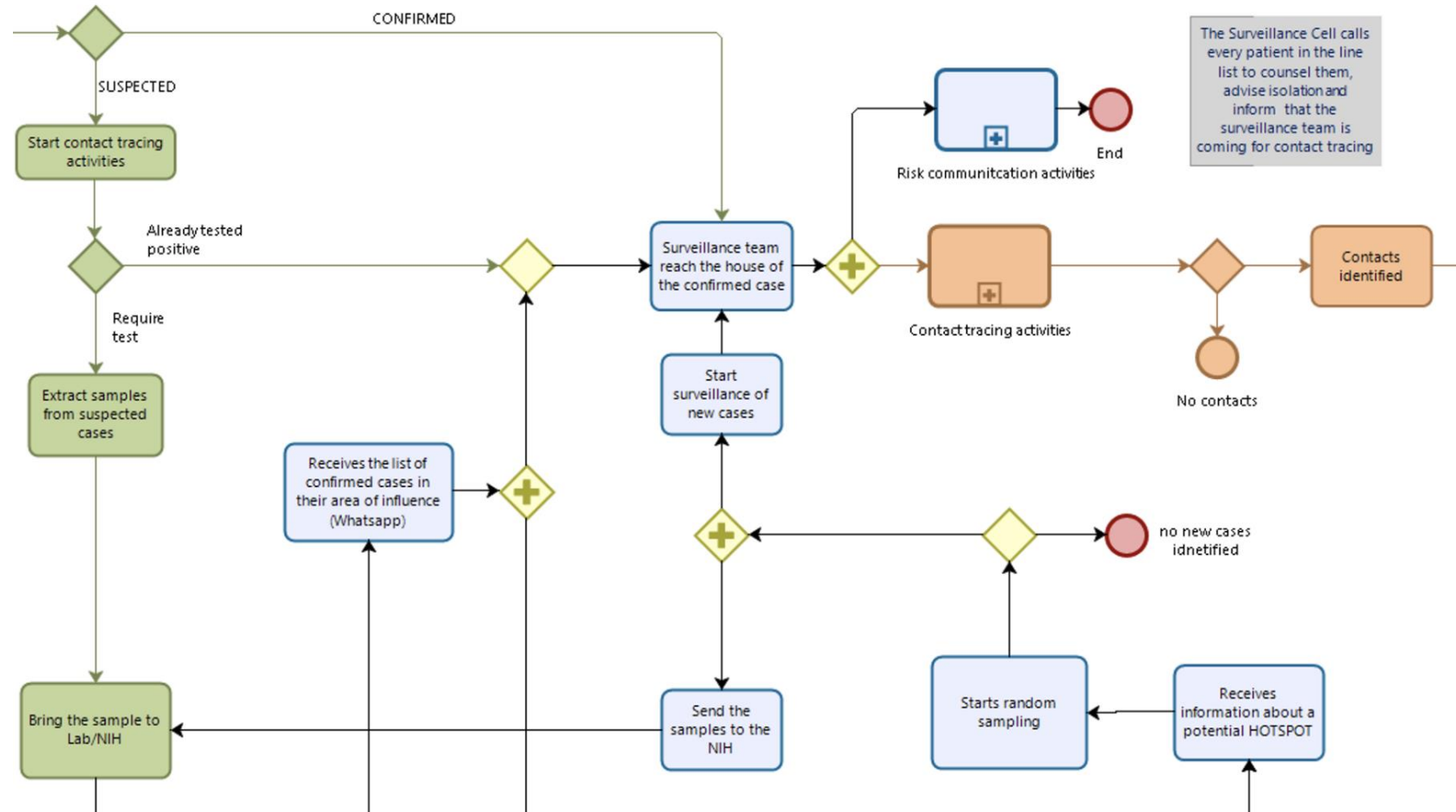


Identifying processes for each stakeholder



Identifying the Key milestones

- Identification of suspected & confirmed cases
- Case Management
- Contact Tracing



The Surveillance Cell calls every patient in the line list to counsel them, advise isolation and inform that the surveillance team is coming for contact tracing

Learnings

- Holistic view of operationalization and evolution of ICT activities
 - Triggered action to address some «**pain points**»
- In a setting that was theoretically unprepared, many **success stories** were documented:
- Establishment of a **National and District Surveillance as hubs** of coordination and information
- **Active** rather than passive surveillance
- Prompt **scale up of service and resource mobilization**



Towards Resilient Health Systems



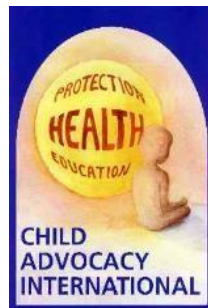
- **Systems Thinking** as a key element to achieve Resilience
- Community of Practice enabled **Horizontal Partnership**
- **Co- Production** of knowledge → Ownership
- Digital exchange and learning was possible
- Challenges to engage with decision makers during a crisis

Thank you!

Do you have any **Ideas**, **Questions** or **Comments**?

Please email us! c.santfruchtman@swisstph.ch

Funder



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