Advanced Systems Thinking in Patient Care Training Course

27 September – 1 October 2027
Kuala Lumpur

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Training Center

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Ref: 1542_213821 **Date:** 27 September – 1 October 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

The Advanced Systems Thinking in Patient Care Training Course is a one-week course for clinical leaders, healthcare managers, patient-safety professionals, quality teams, care coordinators, and service-redesign leads. Participants use systems thinking in patient care to examine boundaries, relationships, feedback loops, emergence, work conditions, patient journeys, adaptive capacity, and unintended consequences. Agile Leaders Training Center positions the course around a Patient Care Systems Analysis and Redesign Portfolio that turns complex observations into monitored change.

Who Should Attend

- Clinical leaders responsible for care delivery across teams and settings
- Healthcare managers coordinating services, resources, and operational decisions
- Patient-safety professionals leading system-based learning
- Quality-improvement teams redesigning care processes and controls
- Care coordinators managing patient journeys across organizational boundaries
- Service-redesign leads evaluating change in complex care environments

Departments and Industries

The course supports departments and organizations that manage connected patient-care systems.

- Hospital clinical operations and nursing leadership
- Patient safety and clinical governance functions
- Quality improvement and service redesign teams
- Primary, community, and ambulatory care networks
- Care coordination and integrated pathway functions
- Digital health and clinical transformation teams

Learning Objectives

By the end of the course, participants will be able to:

- Define system boundaries and map care-system relationships
- Analyze behavior patterns, feedback loops, and unintended consequences
- Compare work-as-imagined with work-as-done in patient care
- Evaluate patient journeys and cross-boundary coordination
- Identify leverage points without reducing complexity to one cause
- Design adaptive responses and monitored service experiments
- Create a systems analysis and redesign portfolio for patient care

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Course Agenda

Day 1: Framing Patient Care as a System

- Patient Care System Boundary Canvas
- Stakeholder and Interaction Mapping Method
- Rich Picture for Complex Care Conditions
- Interrelationship Diagram for Care Dependencies
- System Purpose and Perspective Comparison

Day 2: Patterns, Feedback, and Emergence

- Behavior-over-Time Graph Construction
- Causal Loop Diagram Notation and Logic
- Reinforcing and Balancing Feedback Analysis
- Delay and Nonlinearity Pattern Review
- Unintended Consequence Scenario Map

Day 3: Work Systems and Patient Journeys

- Work-as-Imagined and Work-as-Done Comparison
- Person-Task-Tool-Environment Interaction Map
- Patient Journey Boundary and Handoff Map
- Care Coordination Dependency Matrix
- Adaptive Capacity and Constraint Assessment

Day 4: Leverage, Redesign, and Learning

- Leverage-Point Identification Matrix
- System-Based Safety Learning Review
- Change Hypothesis and Consequence Test
- Adaptive Service Redesign Canvas
- Monitoring Signal and Learning Plan

Day 5: Systems Thinking Practice

- Suggested Exercise: System Boundary and Stakeholder Mapping
- Suggested Exercise: Feedback Loop Construction
- Suggested Exercise: Patient Journey Interaction Analysis
- Suggested Exercise: Leverage-Point and Consequence Review
- Capstone Exercise: Patient Care Systems Analysis and Redesign Portfolio

Practical Exercises

The course uses suggested activities drawn from hospital discharge and chronic-care coordination settings.

- Suggested activity: draw a rich picture showing pressures, actors, information, and constraints around a care problem.
- Suggested activity: build a causal loop diagram for a recurring delay and test alternative explanations.
- Suggested activity: compare formal procedure design with observed work and adaptive actions.
- Suggested activity: design a monitored change experiment with signals for benefit and unintended effects.

FAQs

Who is the systems thinking in patient care course designed for?

The course is designed for experienced professionals who lead clinical operations, patient safety, quality improvement, care coordination, or service redesign across connected teams.

How does systems thinking in patient care differ from linear problem solving?

Systems thinking examines interactions, patterns, feedback, delays, and multiple contributing conditions rather than seeking one isolated cause for a care outcome.

What is a causal loop diagram in healthcare?

A causal loop diagram represents variables and directional relationships so teams can examine reinforcing and balancing feedback within a care system.

Why compare work-as-imagined with work-as-done?

The comparison reveals how formal procedures differ from real operating conditions and how teams adapt to demand, resource, information, and coordination pressures.

How are leverage points used in safe service redesign?

Leverage points guide teams toward changes that may influence system behavior while monitoring interactions, adaptation, and unintended consequences.

Conclusion

Participants leave with a Patient Care Systems Analysis and Redesign Portfolio containing boundaries, relationships, behavior patterns, feedback maps, journey analysis, leverage points, and a monitored experiment. The portfolio makes assumptions and interdependencies visible across clinical and managerial functions. It supports safer learning and adaptation without reducing complex care outcomes to one cause.