

Workshops

Getting a Grip on Dynamic Systems at the Front Line of Healthcare - Using SD and associated improvement approaches to improve the quality of healthcare delivery

Dr Tricia Woodhead (Health Foundation, Quality Improvement Fellow and Improvement)

The design and effective delivery of healthcare is one of the major challenges of the 21st century. Investment in research develops endless new approaches to treatment, demographics create differing requirements from the production system and professional staff work in an environment full of conflicting priorities, expectations and regulations. How can clinicians grasp some of the skills and techniques that have been developed to structure complex, non-linear operational and strategic problems? How can they take rational 'non-clinical' decisions while coping with uncertainty and sometimes, professional conflicts? I will explore how an appreciation of systems dynamics, soft systems methodologies and robustness analysis can open the door to safer and better care.

Dr Tricia Woodhead BM MBA FRCR is currently Associate Director for Patient Safety at the West of England Academic Health Science Network and Visiting Senior Research Fellow at the University of Bath School of Management. Her clinical career included 25 years as a consultant radiologist in the NHS and 12 years as Medical and Patient Safety Director in an acute hospital. She has an MBA from Bath University where in 1999 she took her Dissertation in Systems Dynamics and Strategic Planning for the management of Coronary Artery Disease. She is a Health Foundation Quality Improvement Fellow and IHI Improvement Advisor and for 10 years has developed and run patient safety improvement programmes and published papers/ reports on strategies for quality in healthcare and organisational design for high quality care. With the Centre for Healthcare Innovation and Improvement at Bath University she has developed an on-line course (MOOC) for anyone interested in learning more in the field of quality improvement, leadership and systems modelling (<https://www.futurelearn.com/courses/quality-improvement>)