

How a systems thinking approach can help in a crisis

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So I think the way that area of system systems thinking helps me within the pandemic is it really helps me to constantly improve the operations so that way we can become the operation we are today by looking at the different pieces of my operation, and thinking about how can I make this better to meet the goal of *what I'm trying to accomplish?* helps me to see okay, so, you know, maybe the safety at our site, we need to improve in these areas. And I can actually give an example of this. So, we originally, when we started with the testing sites, the standard was for our staff to wear surgical masks. And that was the standard kind of across the county and with the public health districts. And as the pandemic went on, omicron came around, um, you know, it was determined that the better route to go from our infection prevention that you'd have medicine was to have everybody fit tested, move to N95 masks. And so, this is a huge undertaking when you have a staff level of 250 people. And so, it's thinking, okay, so how can we accomplish this by looking at something we've never done? Right. So first, we need to gather the content knowledge. Okay, so we worked with employee help to have leads at every single site of our 17 sites trained. Okay, how do we document this? And so, we put a procedure together, there's forms that are included as the appendices so that we could document that people are fantastic for compliance reasons. How can we communicate this information to the sites so that everybody knows which staff members were in which mask and that were compliance? Right. And so, our admin team created tools to communicate that information to the sites. And so, I think, you know, taking all the components, gathering all the information, and then kind of melding that into a part of the program Systems Thinking is invaluable, and trying to figure out a way to make something that's never been done, or is a huge project into a reality.