
Re-Form: Healthcare and Education for Tomorrow

May 1, 2014

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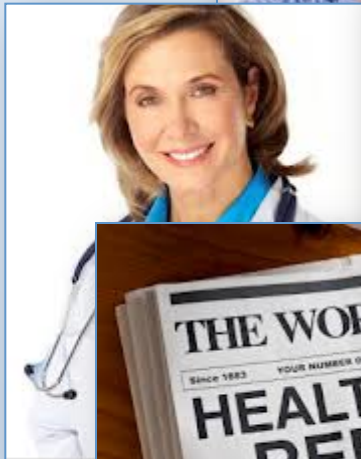
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Today we will explore three questions:

- » ***What*** do healthcare and education have in common?
- » ***So what*** do we know about the “form” of radical and effective reform?
- » ***Now what*** are implications for communities, institutions, professionals, and consumers?

One of these is just like the other . . .

Healthcare



Education

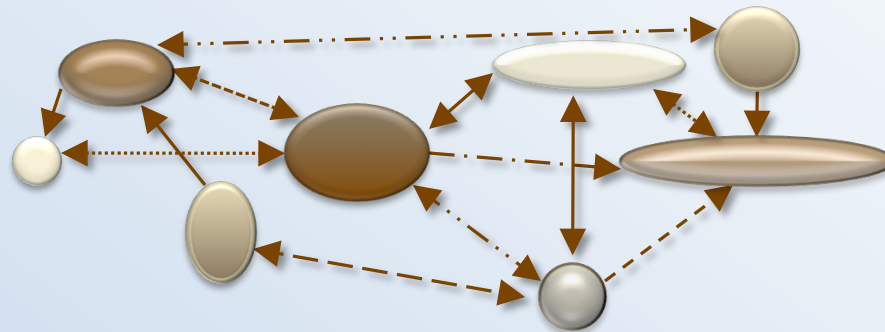


In both worlds . . .

- » Public discourse focuses on failures BUT
Disparities follow socioeconomic & location
- » Status & needs change over lifetime SO
Individual adaptation & inquiry are essential
- » Individual choice drives community welfare
SO Transformation & stability are required
- » Politics, tech & economics drive change BUT
Values & personal experience drive decisions
- » Wicked problems will never go away SO
CAS describes the problem & the solution

Complex Adaptive (CAS) Self-Organizing System

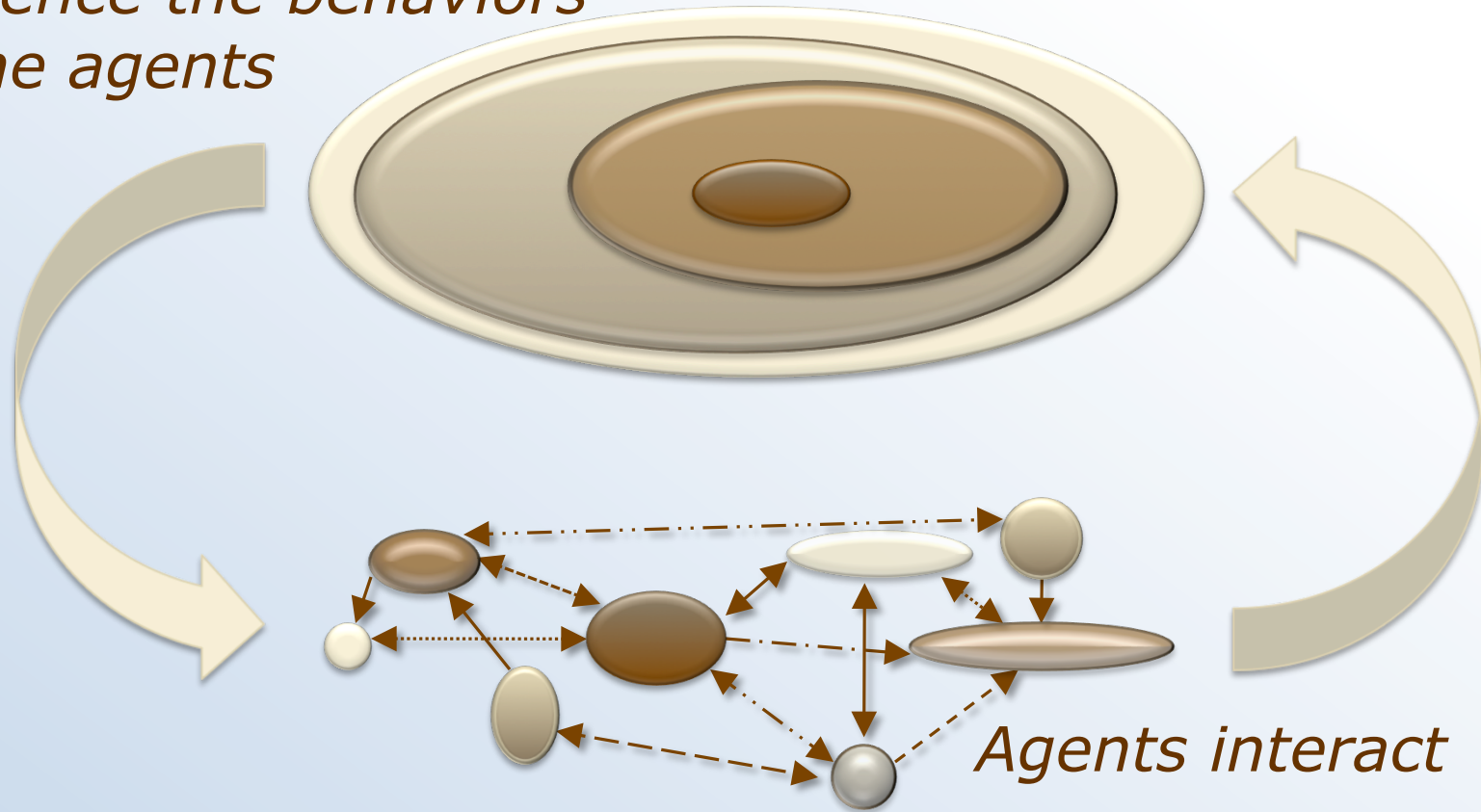
A collection of individual agents who have the freedom to act in unpredictable ways, and whose actions are interconnected such that they produce system-wide patterns.



Complex Adaptive (CAS) Self-Organizing System

Those system-wide patterns, in turn, influence the behaviors of the agents

System-wide patterns emerge



What can you know about a CAS?

Patterns

similarities, differences, and connections that
have meaning across space and time.



Who can change a pattern?

- » Any person in any place
- » Any action—intentional or not
- » Any group at whatever level
- » Every decision maker in whatever decisions they make
- » Every process for part, whole, and greater whole
- » You and me and us and them . . .



Changing Patterns in Healthcare and Education

Past

Future

Changing Patterns in Healthcare and Education

Past

- Consistency

Future

- Customization

Changing Patterns in Healthcare and Education

Past

- Consistency
- Stages and phases

Future

- Customization
- Iteration

Changing Patterns in Healthcare and Education

Past

- Consistency
- Stages and phases
- Point in time

Future

- Customization
- Iteration
- Life-long



AND

Adaptive Action to Re-Form

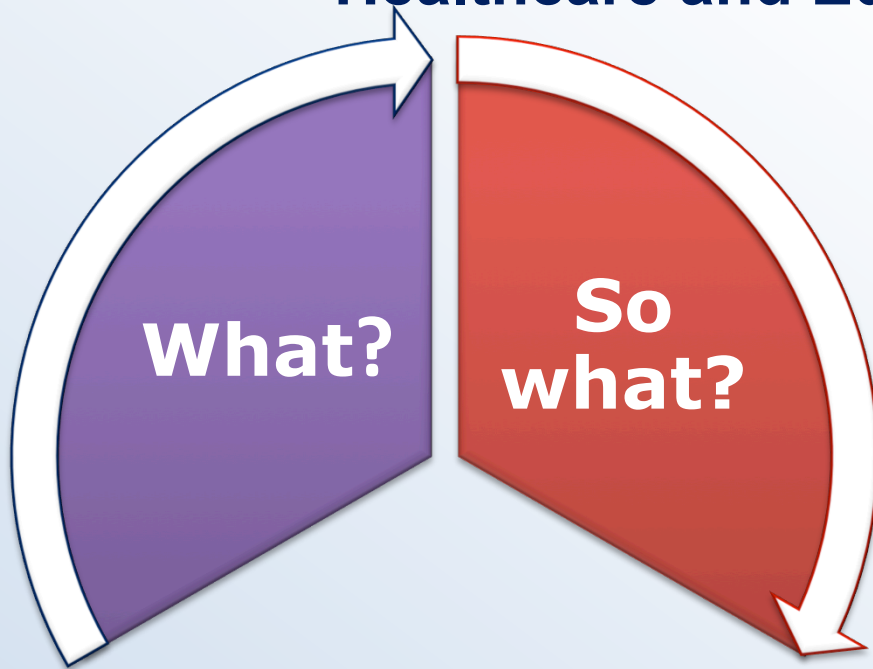
Healthcare and Education



- What is the pattern?
- What is the same?
- What is different?
- What is connected?
- And . . .

Adaptive Action to Re-Form

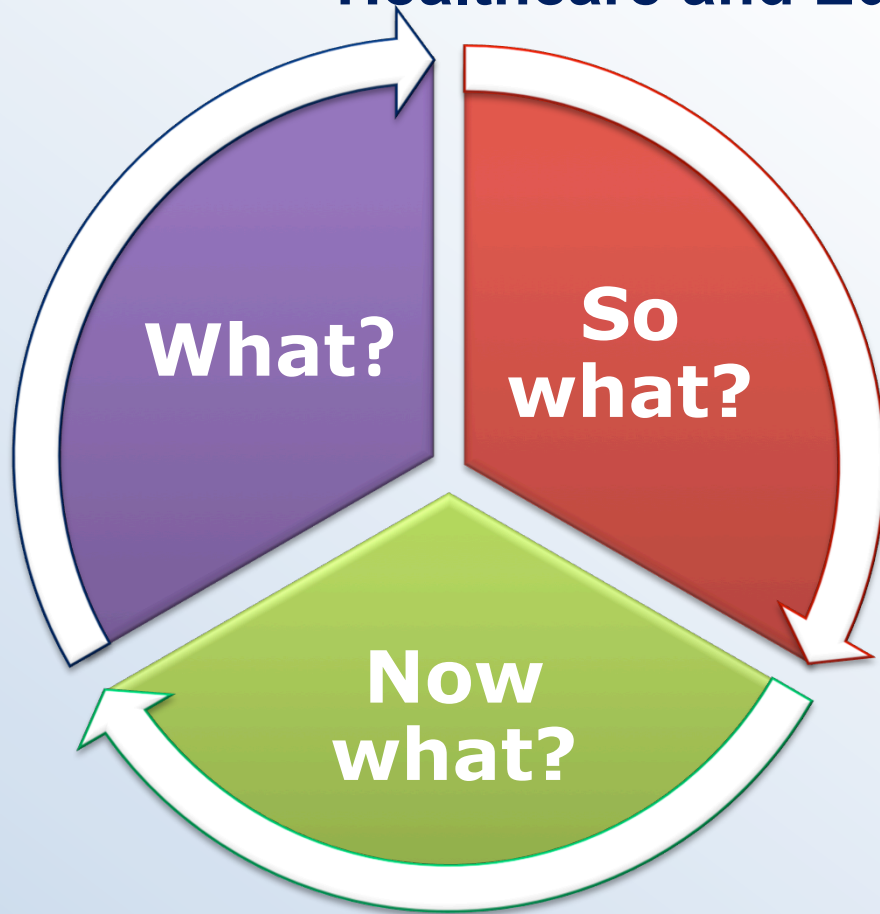
Healthcare and Education



- » So what is the tension?
- » So what could be:
 - » More same?
 - » More different?
 - » More connected?
 - » Less connected?
- » And . . .

Adaptive Action to Re-Form

Healthcare and Education



- » Now what will you do to change:
 - » Sameness
 - » Difference
 - » Connection
- » And . . .

Adaptive Action to Re-Form

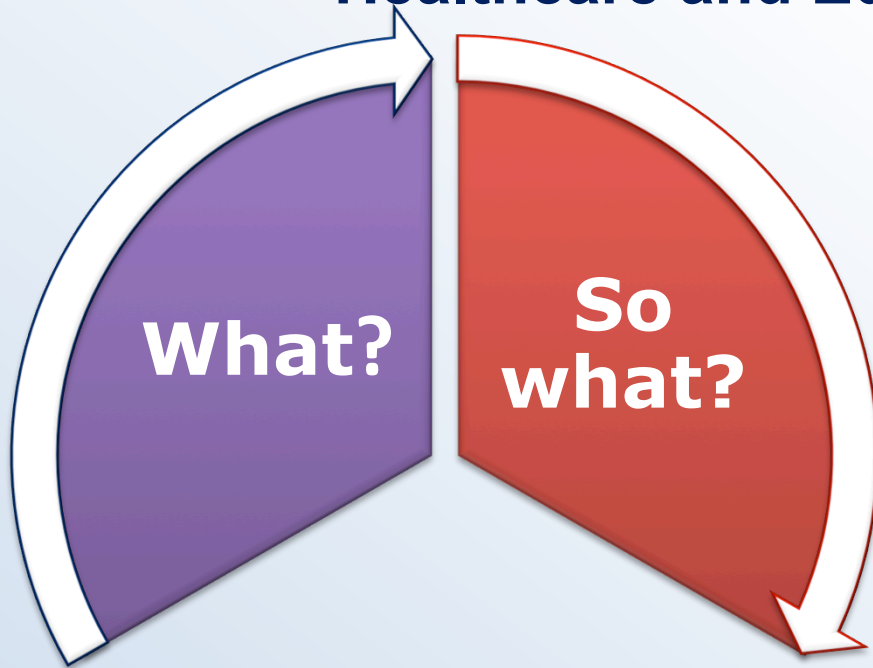
Healthcare and Education



- Seniors want to live at home

Adaptive Action to Re-Form

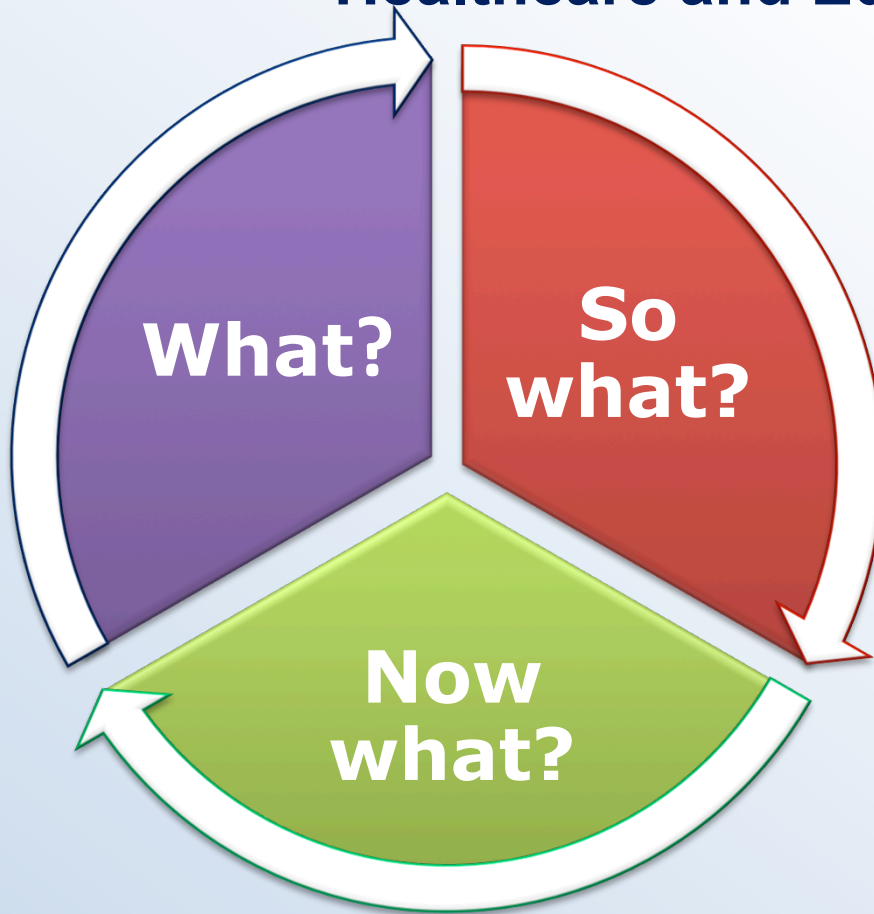
Healthcare and Education



- Seniors want to live at home
- Freedom & consistent care

Adaptive Action to Re-Form

Healthcare and Education



- Seniors want to live at home
- Freedom & consistent care
- Educate seniors, caregivers, neighbors

Adaptive Action to Re-Form

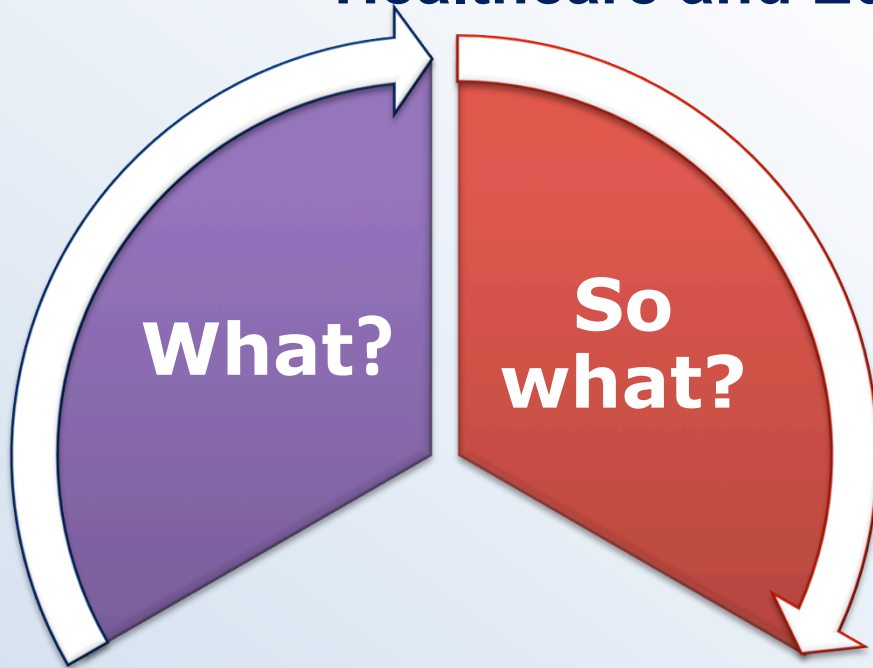
Healthcare and Education



- Violence and chronic illness increase in cities

Adaptive Action to Re-Form

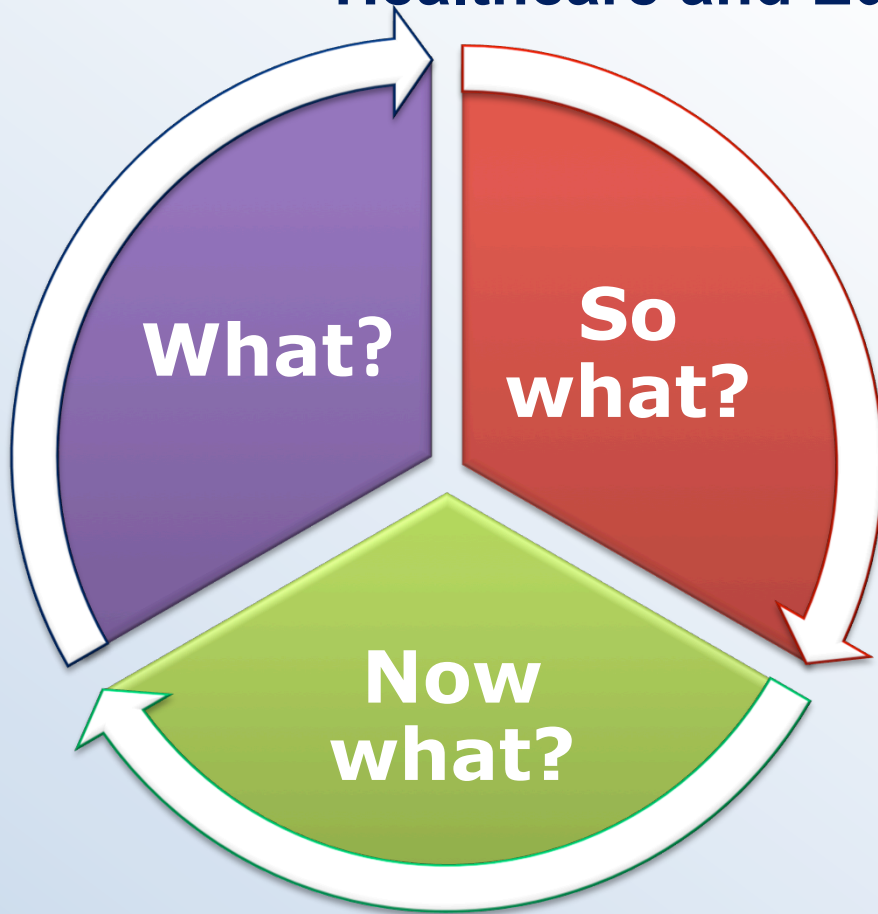
Healthcare and Education



- Violence and chronic illness increase in cities
- Isolation & fear across generations

Adaptive Action to Re-Form

Healthcare and Education



- Violence and chronic illness increase in cities
- Isolation & fear across generations
- Community clubs for local projects

Adaptive Action to Re-Form

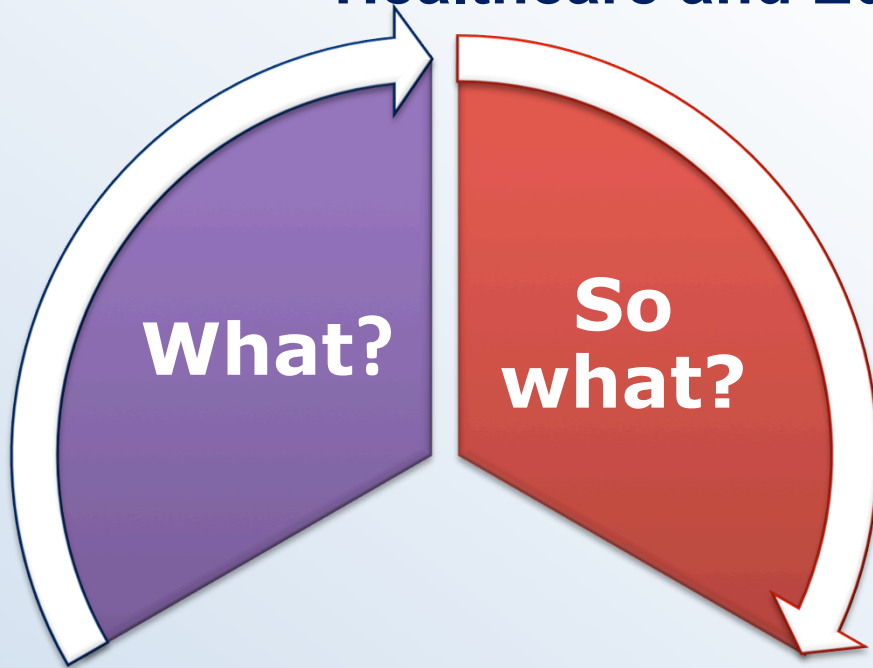
Healthcare and Education



- Energetic, talented, volunteers are frustrated

Adaptive Action to Re-Form

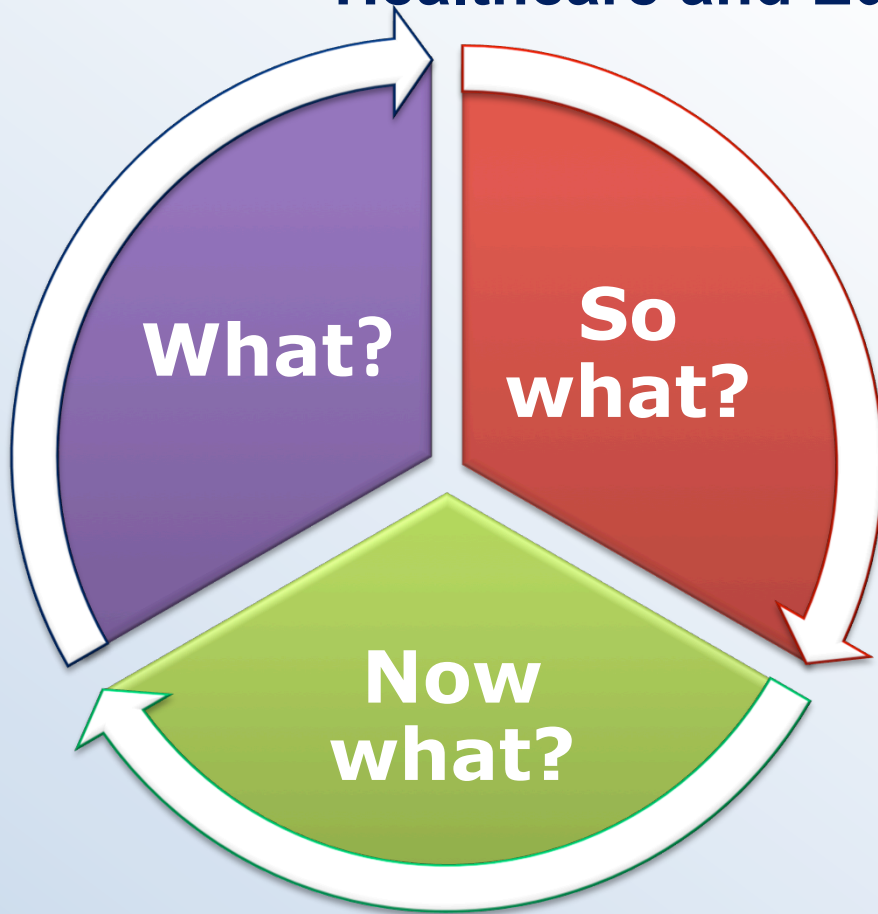
Healthcare and Education



- Energetic, talented, volunteers are frustrated
- Unused potential resource

Adaptive Action to Re-Form

Healthcare and Education



- Energetic, talented, volunteers are frustrated
- Unused potential resource
- » Job jar on every floor; train as needed

Adaptive Action to Re-Form

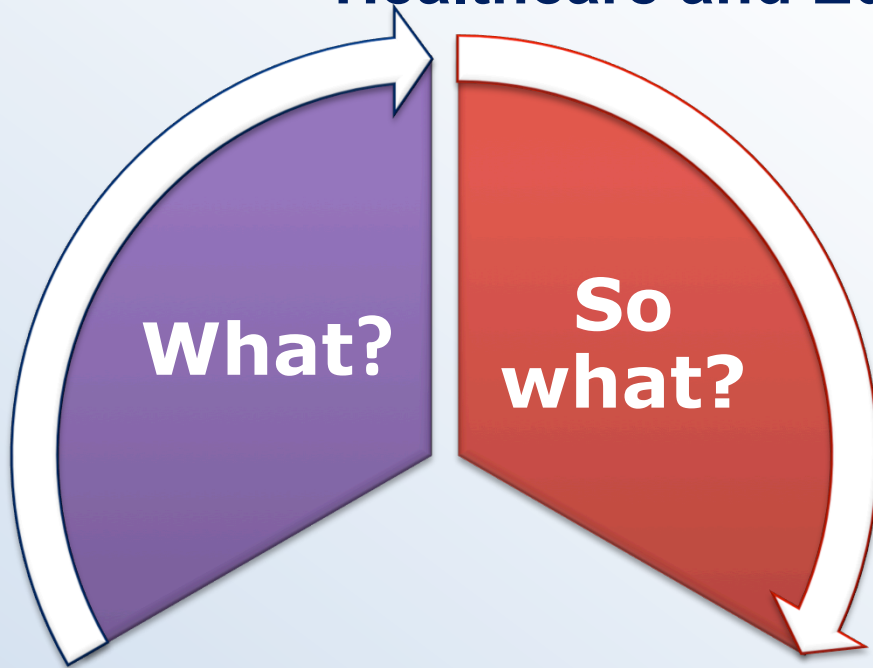
Healthcare and Education



- Union/mgt are disconnected and in conflict

Adaptive Action to Re-Form

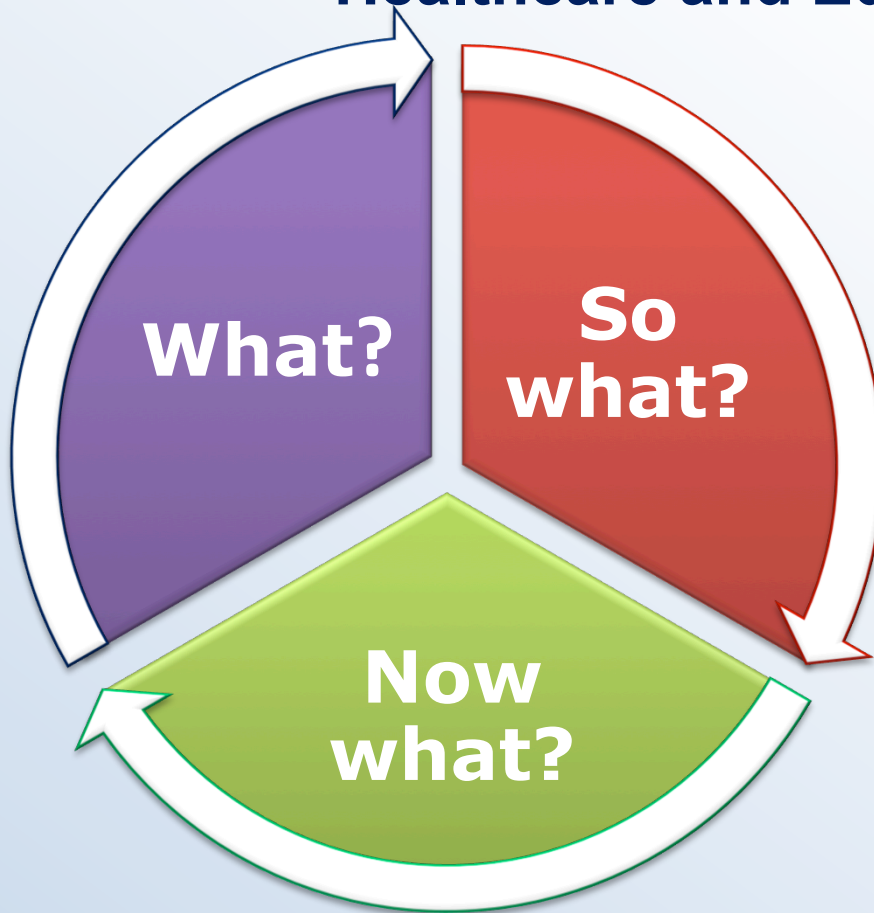
Healthcare and Education



- Union/mgt are disconnected and in conflict
- Needs of person, profession, institution

Adaptive Action to Re-Form

Healthcare and Education



- Union/mgt are disconnected and in conflict
- Needs of person, profession, institution
- Transparent caucus

Adaptive Action to Re-Form

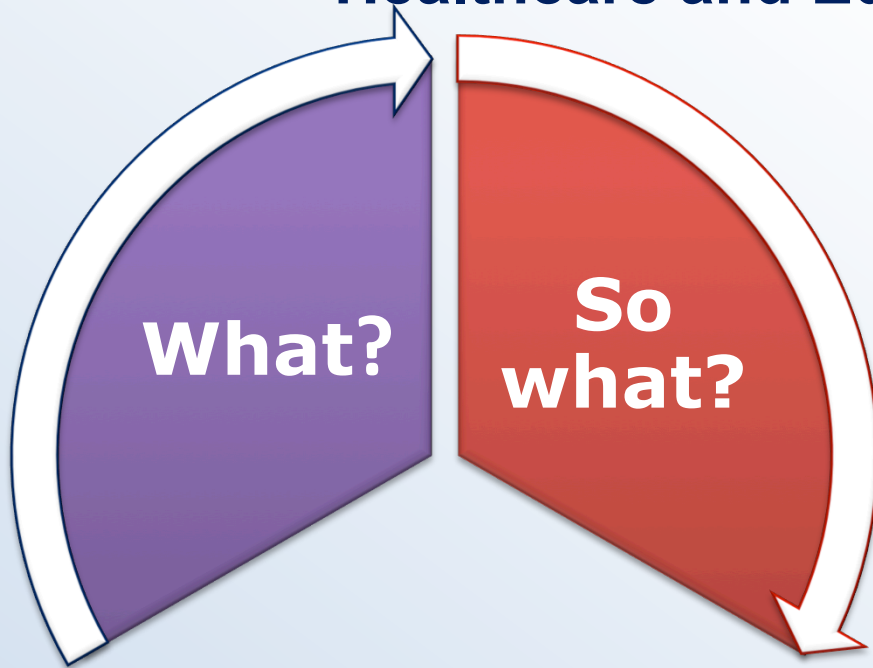
Healthcare and Education



- Budgets are tight, and mandates unfunded

Adaptive Action to Re-Form

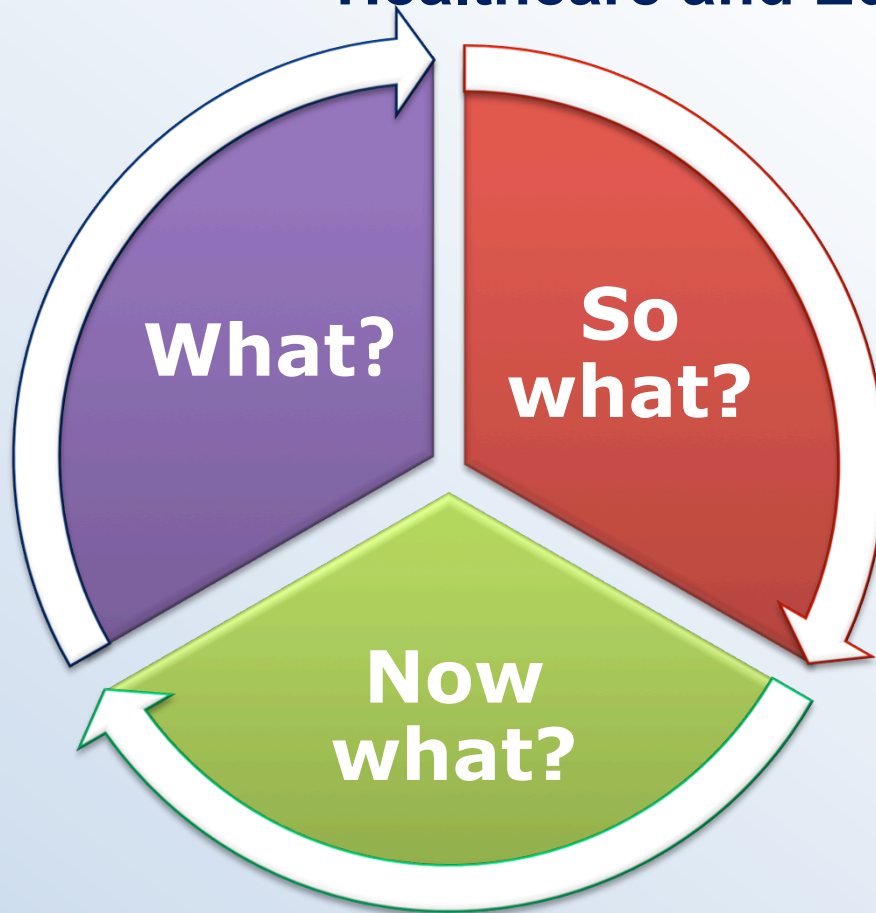
Healthcare and Education



- Budgets are tight, and mandates unfunded
- Whose demands & what resources?

Adaptive Action to Re-Form

Healthcare and Education



- Budgets are tight, and mandates unfunded
- Whose demands & what resources?
- Community problem solving

Adaptive Action to Re-Form

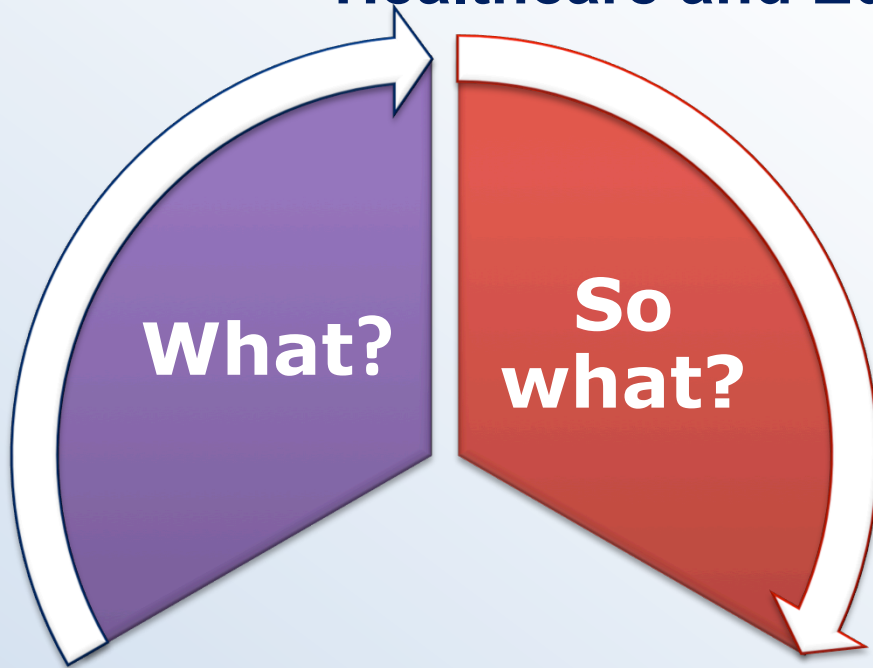
Healthcare and Education



- Parents are disconnected and discontented

Adaptive Action to Re-Form

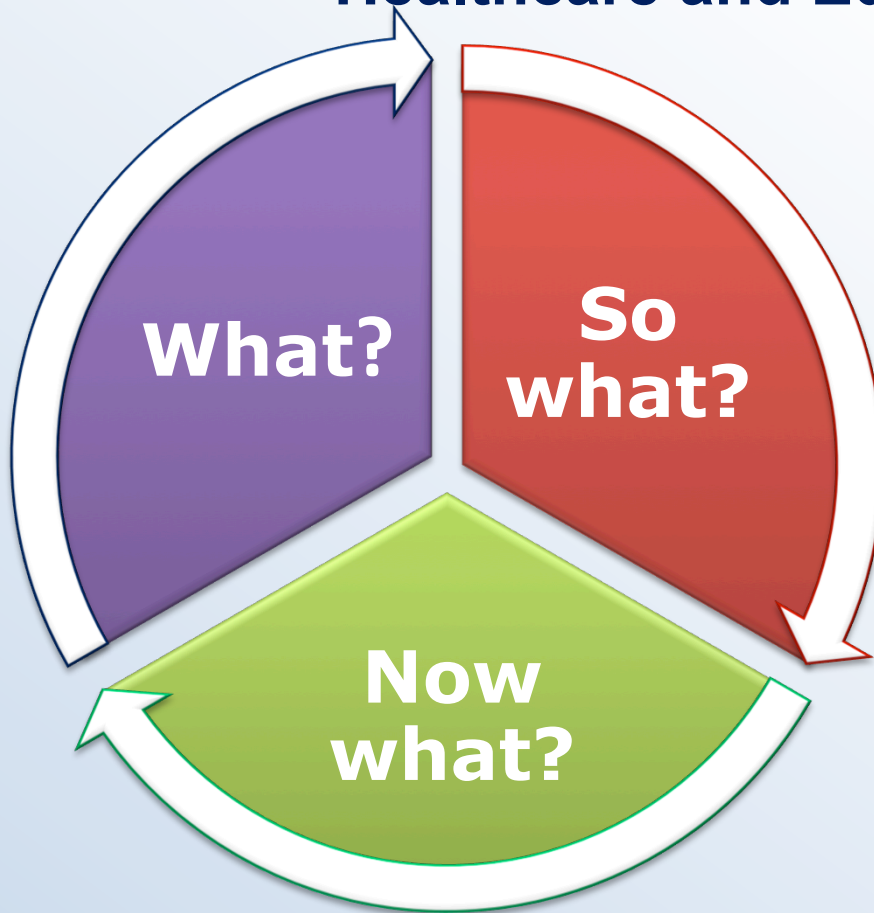
Healthcare and Education



- » Parents are disconnected and discontented
- » Authority at home and school

Adaptive Action to Re-Form

Healthcare and Education



- » Parents are disconnected and discontented
- » Authority at home and school
- » Simple Rules for everyone



**Are these the
only or best
options for
action?**



How do we
know these
options will
work?



**How do we
mitigate risks?**



Who decides?

Re-Form

- » Transformation **OF** complex adaptive systems **BY** complex adaptive systems
- » Certainty of past **AND** uncertainty of future
- » Adaptive Action for Re-Form:
 - » **WHAT?** See patterns
 - » **SO WHAT?** Understand them in useful ways
 - » **NOW WHAT?** Act to shift to more coherence
- » Expect to begin again and again and again and . . .

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More resources

» Books

- » *Adaptive Action: Leveraging Uncertainty in Your Organization*
(Eoyang & Holladay)
- » *Radical Rules for Schools: Adaptive Action for Complex Change* (Patterson, Holladay, Eoyang)

» Web

- » www.adaptiveaction.org
- » Wiki.hsdinstitute.org
- » www.hsdinstitute.org
- » Twitter: #hsd #adaptact @GlendaEoyang

Your Opportunity To Become An HSD Professional

- » Interested in learning more about Human Systems Dynamics Professional Certification training?
 - » What is it?
 - » What does it entail?
 - » What are the benefits for you and your organization?
- » Engage with Dr. Glenda Eoyang during a 30-minute information session May 7th 10:00am - 10:30am CDT
- » [Register:](http://www.adaptiveaction.org/hsdp-info-session)
<http://www.adaptiveaction.org/hsdp-info-session>

Your Opportunity To Become An HSD Professional

- » Patterns and Possibilities:
 - » July 2014 in Portland, OR
 - » July 2014 in London, UK
 - » January 2015 in Helsinki, FI
 - » More 2015 dates to come
- » Four months exploring an online learning ecology:
 - » Lively learning community
 - » Guided practice
 - » Large group learning and dialogues
 - » Learning packets on relevant topics
 - » Praxis Partner for support
- » [Register:](#)



<http://www.hsdinstitute.org/learn-more/overview.html>

Join Us!

<p>June 5, 2014 11:00 – Noon CDT</p>	<p><i>Training ROI: Turning Theory into Practice</i></p>
<p>June 19, 2014 11:00 – 1:00 CDT</p>	<p><i>Quarterly Meeting—Associates and Friends Networking</i></p>
<p>August 7, 2014 11:00 – Noon CDT</p>	<p><i>Nurturing a Learning Ecology</i></p>

- » [Register](#) for this series:
<http://www.adaptiveaction.org/Landing-Pages/Webinar-Registration>
- » [Navigating Complexity](#): October 22-25, 2014 – Chicago, IL
<http://www.hsdconference.org/>