Systems Thinking Training Program, with a Plan for Action

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Classroom

Satisfaction: 89.3%
N= 112 (5 states)

Knowledge:
Pre test mean: 21.55
Post test mean: 69.66
N= 58 (3 states), p<.001

Confidence to address complex problems: 77.6%
N=49 (4 states)

Self-paced

Users=596 as of 4/19/19
44 states, 5 countries

Satisfaction: 89.9%*
N= 69 (nephtc.org)

Knowledge:
Pre test mean: 65
Post test mean: 89
N=175 (nephtc.org)

Questions? toddks@bu.edu, Program Manager NEPHTC

Coaching

Before Coaching

Belief that there are barriers to effective and efficient workforce collaboration

During Coaching

- Gather leadership support
- Map challenge
- Assess barriers
- Plan potential improvements
- Pilot new tools

Plan

Share assessment and recommended strategies

Coached Team 1

Belief that there are barriers to effective and efficient workforce collaboration

Coached Team 2

Perception that partners struggled to understand guidance, assumptions about behavior

“Before Coaching: Perceptions of struggle, unclear guidance and assumptions for behavior.”

“During Coaching: Small problems resolved, leaders engaged.”

“Plan: Oversight and accountability.”

“Action: Tools piloted, leadership engaged.”

“One off trainings do not build capacity – coaching can”

“I’m continuously thinking about my work from a systems perspectives and trying to incorporate themes or models.”

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Acknowledgement: This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number UB6HP31685 “Regional Public Health Training Center Program.” This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.