

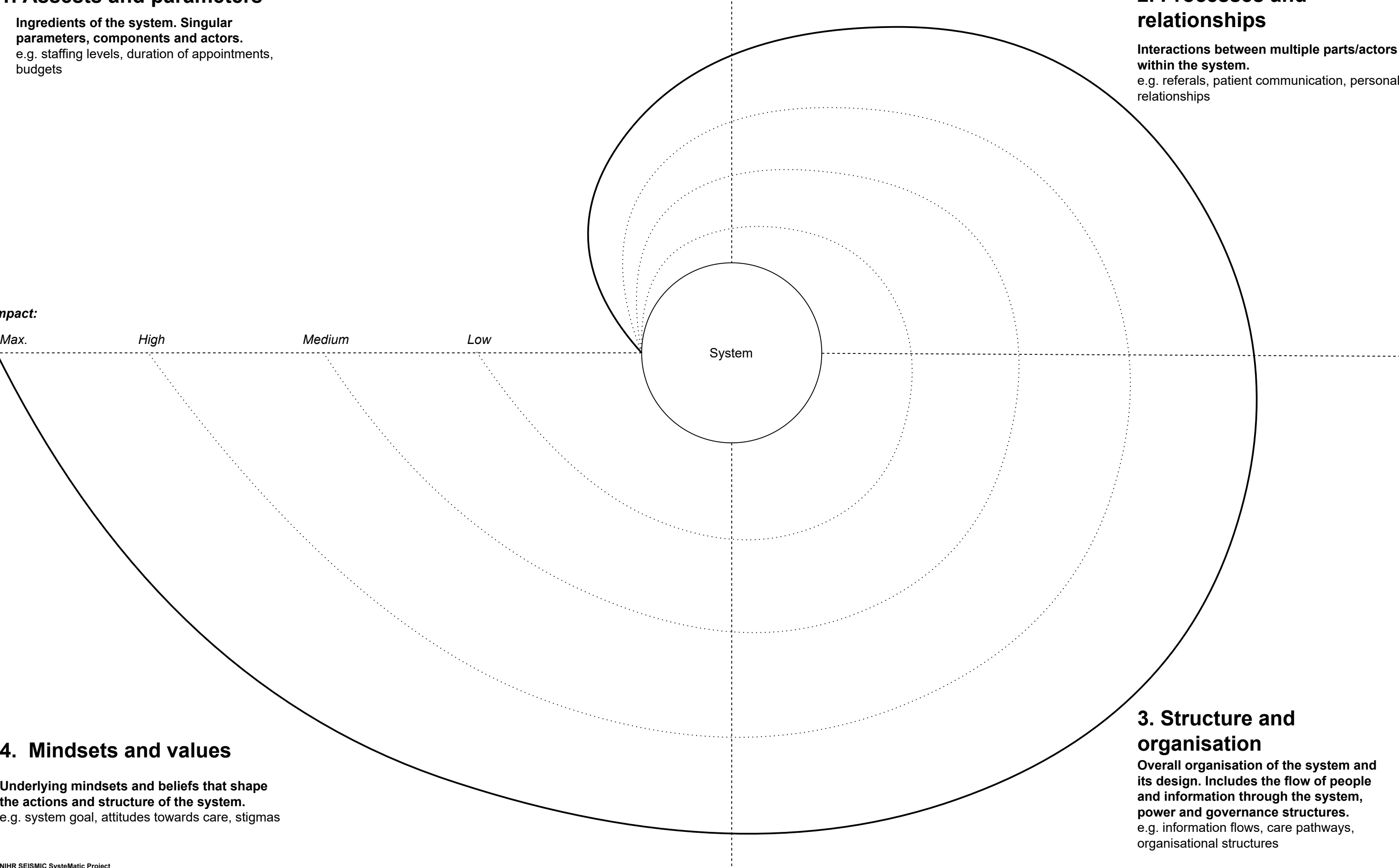
System Mapping: Problem and Pressure Points in MLTC Systems of Health & Care

1. Assests and parameters

Ingredients of the system. Singular parameters, components and actors.
e.g. staffing levels, duration of appointments, budgets

2. Processes and relationships

Interactions between multiple parts/actors within the system.
e.g. referrals, patient communication, personal relationships



4. Mindsets and values

Underlying mindsets and beliefs that shape the actions and structure of the system.
e.g. system goal, attitudes towards care, stigmas