

A/J Consulting

A Systems Change Management Approach

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Dear Dr. Ganz,

It has been a privilege to review the Institute of Medicine documents about our cancer care system in the United States. The materials illuminate an intractable social problem and set the stage for a viable course of action.

As you know, our team at A/J Consulting has a background in healthcare and specializes in systems change management. We tackle problem-solving with a collaborative and systematic approach. The first step in solving any issue is to understand the system in which it sits. We are impressed by the scope of knowledge and diversity that your committee members represent. It allows you to deeply understand the issues and identify the barriers within the cancer care experience. We are also impressed by the system-lens outlook of the committee – addressing topics such as economics, access, stakeholders, and how they interact and what influences them. This outlook allows for an open-minded approach as well as assumptions to be rethought (Misra & Maxwell, 2016).

Your committee has been very thorough in formulating the framework for improving the quality of cancer care and addresses six components that look at “root cause” and “the big picture;” this is an excellent foundation, and our team would like to build on that and add to current strategies. We would like to make three recommendations. First, we would like to see the addition of Philanthropic leadership. In our company’s experience, including philanthropic leadership into your strategy would allow an opportunity for an increase in lateral movement within each component; expanding on the cancer care experience. It will also create space for dialogue and inquiry; room to focus on the “people” part of the system change. Second, is the addition of dietary resources within your cancer care framework. According to a study published, “There is a need for partnerships between physicians, nutrition researchers, registered dietitians, food scientists, chefs, and patients/survivors to develop strategies that address prevailing patient dietary concerns” (Coa et al., 2015). And third, we suggest the addition of mental health considerations within your cancer care framework. Mental health considerations encompass an individual’s emotional, psychological, and social well-being, which can be dramatically

affected after a cancer diagnosis, both during treatment and while in remission (Mongelli, 2019). Incorporating these three recommendations would ensure a wraparound effect, both physical and mental, ultimately achieving a more holistic approach in the cancer patient experience.

The plan of action necessary to achieve the inclusion of philanthropic leadership, dietary resources, and mental health considerations into your framework is through additional committee appointments. These appointments will complement your existing team through a shared-knowledge approach as well as add to the committee's purpose of patient-centered care. By sharing knowledge and information, things will change more quickly (Laloux, 2015).

Philanthropy, dietary resources, and mental health considerations are vital and sustainable components in addressing this social problem. Integrating these ideas into your current framework for improving the quality of cancer care is how change happens. The promise of change empowers us to experiment with new solutions and integrate them into everyday systems to yield relevant and impactful results.

We look forward to meeting.

Respectfully,

Janice A. Adams, RN, BSN

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