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a systems approach to health and care design and continuous improvement

Annex 3

Elements of a systems approach: people

A *people* perspective uses knowledge of stakeholders' abilities, experience, competence and culture to enable the design of systems that are fit for their intended purpose. The people perspective can be thought of as the iterative sum of the *identify*, *locate* and *situate* phases.

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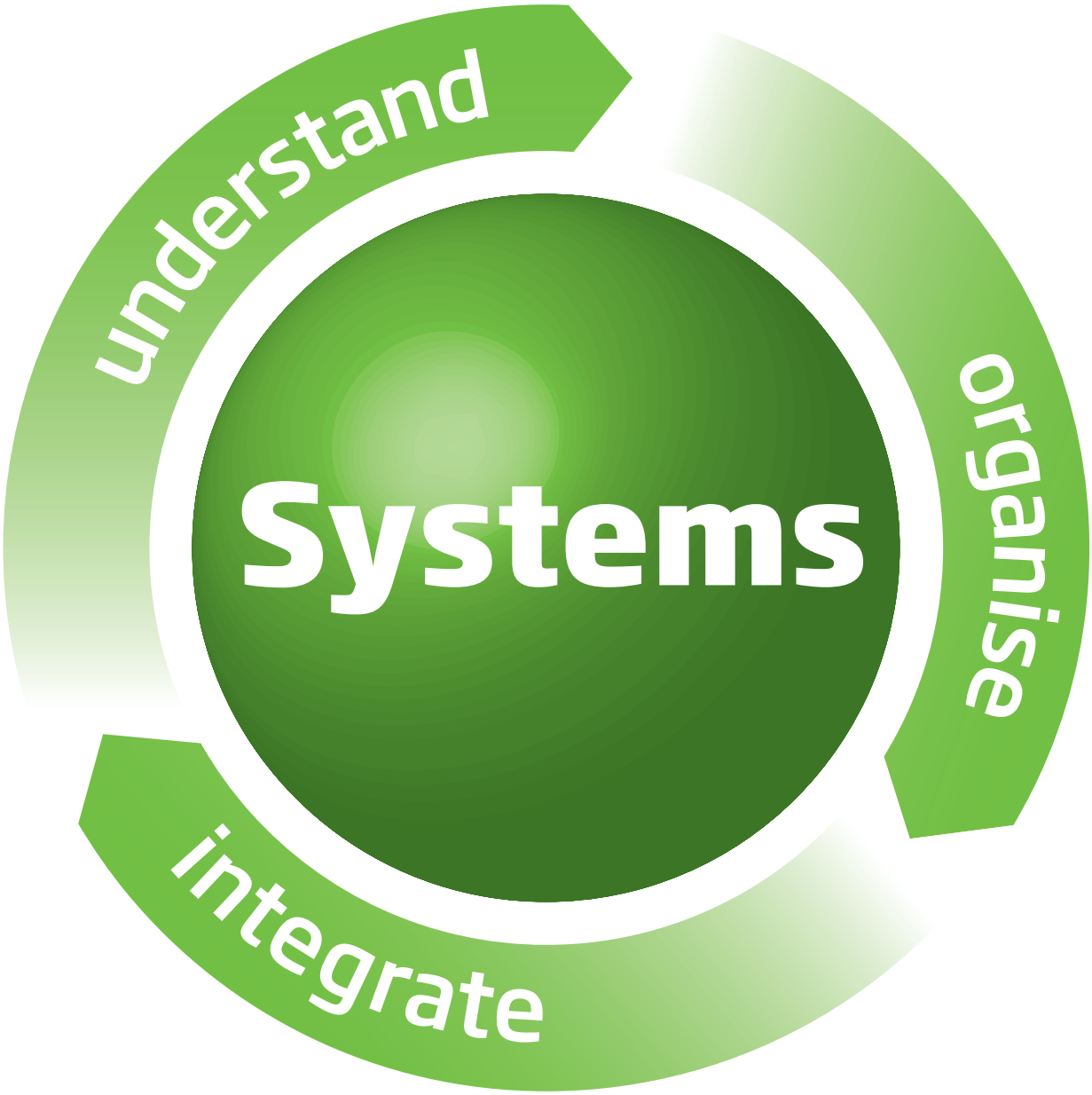
Elements of a systems approach: systems



A *systems* perspective ensures the design and improvement of safe and efficient systems that satisfy their required purpose in the context of a wider system. The systems perspective can be thought of as the iterative sum of the *understand, organise* and *integrate* phases.

Read more online about the elements of a systems approach at **www.reports.raeng.org.uk/engineering-better-care**

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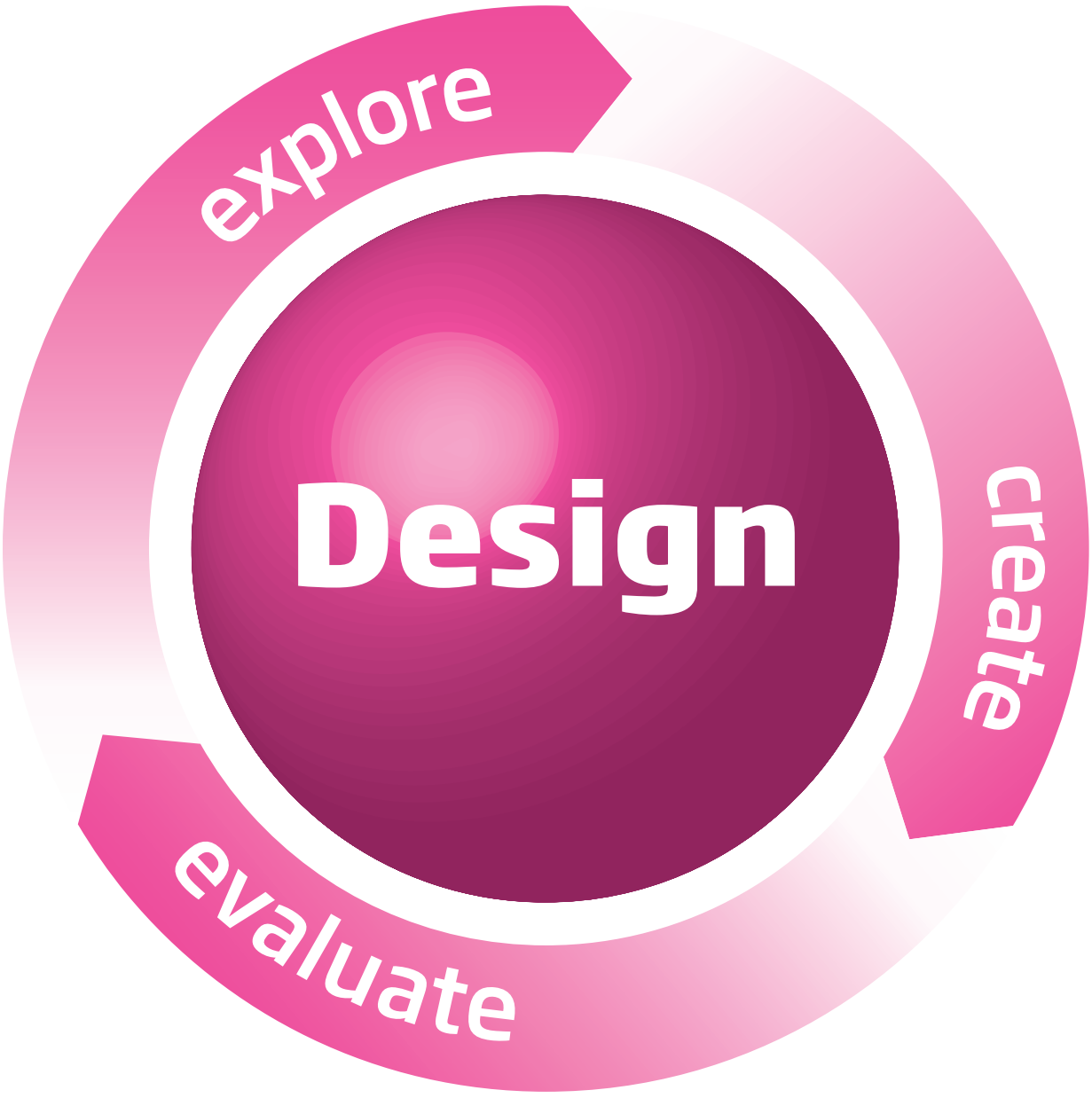
Elements of a systems approach: design



A *design* perspective ensures that systems are delivered using a range of perspectives, creative approaches and evaluation strategies in order to meet stakeholder needs. The design perspective can be thought of as the iterative sum of the *explore, create* and *evaluate* phases.

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Elements of a systems approach: risk

A *risk* perspective ensures that system threats and opportunities are identified and their consequent risks are managed in accordance with stakeholder expectations. The risk perspective can be thought of as the iterative sum of the *examine, assess* and *improve* phases.