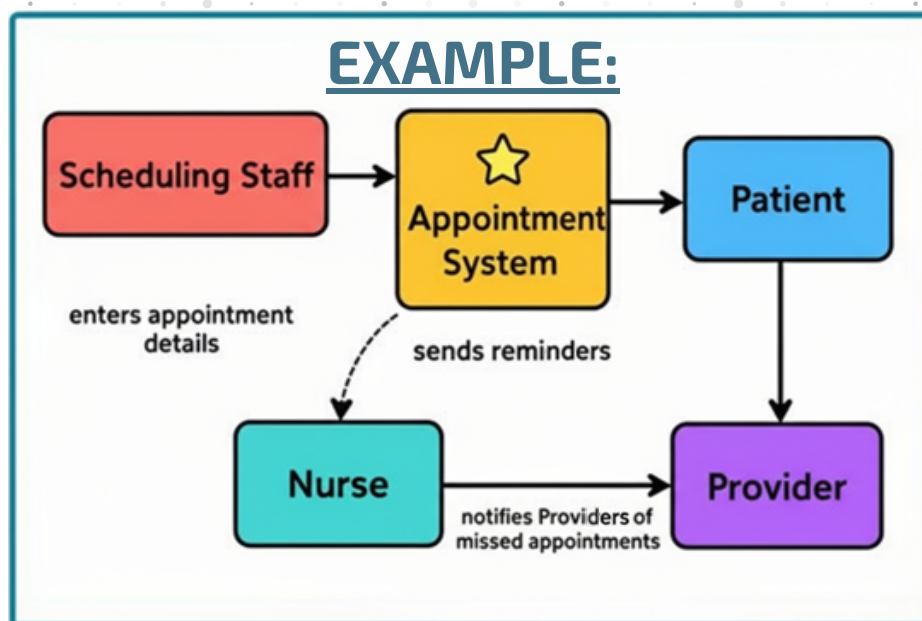# Mapping Change

To change a system, you first have to see it. System maps help visualize interdependencies across people, processes, & policies, and it shows where to intervene for high-leverage change.

Key Elements of a System Map:

- 🔲 **Boxes = System Parts** (departments, roles, policies, tools)
- ⬅ **Arrows = Connections** (label with verbs)
- ⭐ **Stars = Leverage Points** (a small change here affects the whole)
- ▫▫▫ **Dotted lines = Soft Influence** (information, regulation)

System Mapping Steps:

1. **Start with boxes:** Each box represents a part of the system—such as roles, departments, policies, or tools.
2. **Connect with arrows:** Draw arrows from one box to another and label with a verb showing how one influences the other (think "triggers," "delays," or "requires").
3. **Spot overlaps:** If two parts influence each other, draw an arrow between them in both directions.
4. **Find leverage points:** Use a star or highlight where a small change would make a big difference.

EXAMPLE:

Scheduling Staff → *enters appointment details* → Appointment System ⭐ → Patient

Appointment System *sends reminders* ⤏ Nurse

Nurse → *notifies Providers of missed appointments* → Provider

Patient → Provider

A small change, like having an appointment system send reminders to nurses in addition to patients, may have a disproportionately positive impact. This is why system mapping is so powerful: it reveals where to intervene for maximum effect.