

DHC Dumontel Healthcare Consulting

Presents

STRATEGIC

SYSTEMS SUMMIT 2026

THRIVING UNDER PRESSURE

Health Systems Built for a New Era

Why Leaders Must Rethink Workforce Signals, Alignment and Systems Design

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Key Takeaways

- **See workforce pressure as intelligence, not inconvenience.** Leaders will be able to recognize the difference between individual performance issues and system-level misalignment that threatens resilience.
- **Use alignment as a performance lever.** Understand how inconsistent priorities, unclear governance, and fragmented accountability drain capacity and how simple leadership shifts restore system stability.
- **Lead from signals, not symptoms.** Learn how to use burnout, turnover, quality gaps, or operational bottlenecks as design prompts that strengthen the organization rather than erode it.

Where It All Started



What Fragile Systems Really Do



- Create poverty
- Create mistrust in healthcare
- Multiple care providers
- Turn preventable harm into costly errors
- Same patterns appear globally. Different context, same root causes

System failure = Fragile systems have lifelong consequences

Systems Failure: A Silent Killer



Systems fail slowly due to repeated negative patterns:

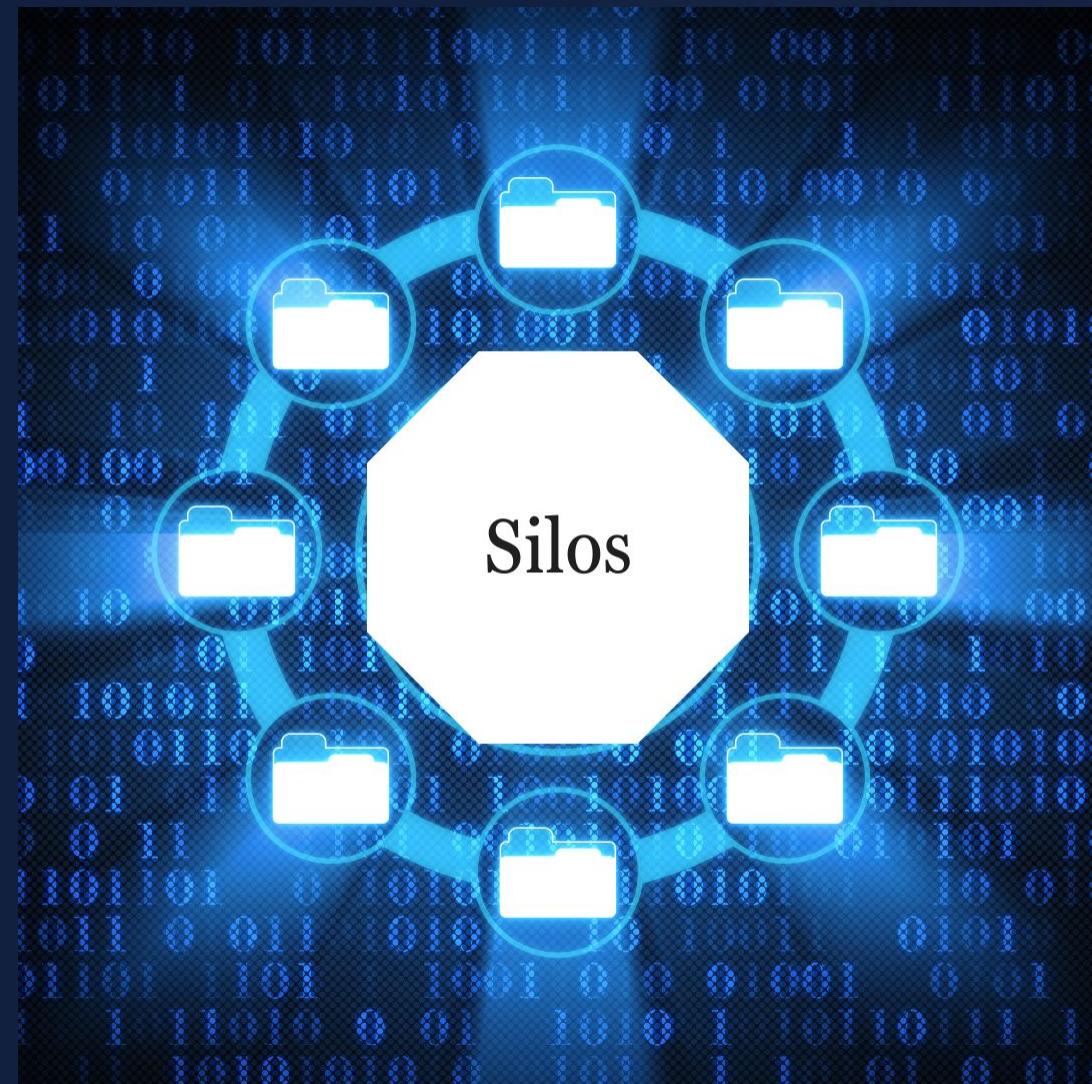
- Unclear priorities
- Outdated processes
- Siloed operations
- Workforce strain
- Misalignment between leadership priorities and operational realities

Early Signals of System Failure

- Suppressed innovation
- Resistance to change
- Delayed improvement initiatives
- Siloed decision-making
- Burnout
- “Quiet quitting”/Turnover



What 261 Leaders Told Us



- Policy–practice gaps
- No shared vision
- No shared language
- Improvement initiatives that fail to scale over time
- Disconnect between leadership intent & daily reality
- Seen across continents

Challenges are behavioral and systemic, not technical or clinical

My Steve Jobs Moment

LEADERSHIP INSIGHT

“*The people who are crazy enough to think they can change the world are the ones who do.*”

- Steve Jobs

Challenging the Status Quo



In healthcare “crazy” looks like this:

- Questioning the norm
- Challenging old structures with intention
- ~~“That’s how we’ve always done it”~~

CASE STUDY #1

Operational Redesign

- Eliminated inefficiencies
- Strengthened team function
- Improved operational performance

From Compliance Focus to Behavioral + System Redesign

Leaders across nursing, quality and infection prevention achieved shared success:

- Clarified priorities, redesigned the system and its associated processes
- Shared vision, language and priorities => \$600,000 saved, Magnet status



CASE STUDY #2

Hand Hygiene Improvements

- Complete overhaul
- Shared responsibility
- Leadership alignment

Nursing Auditing Structure Redesign

- Cultural shift
- Sustained behavior change and improvement (>95% compliance monthly, >30% infection reduction)
- \$580,000 saved within 3 months



CASE STUDY #3

Leadership Alignment

- Strategic conversations replaced reactive decision-making
- Leadership engagement uncovered a shared vision
- Clarified priorities = re-engaged workforce

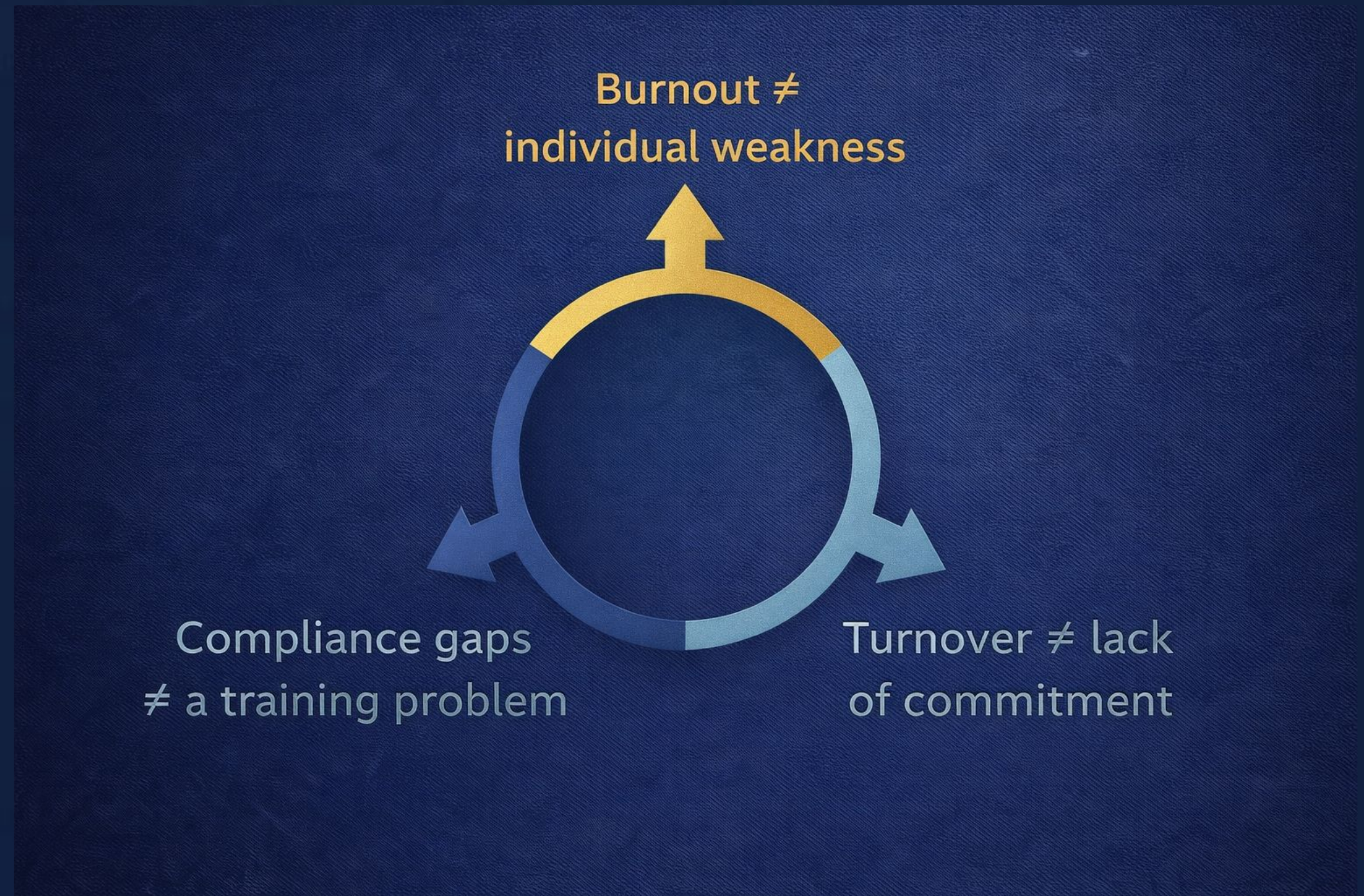
Leadership Alignment Led to Systemic Success

- Cultural shift
- Organizational mission shared across roles = saved costs due to talent retention, improved performance and reduced inefficiencies



What That Means For Us Today

- Individual failure (?)
- System signals
- Leadership priorities



Why This Summit Matters

- Breaking down silos
- Shared language across leadership roles
- Tools and frameworks for leadership alignment
- System-level decision-making
- Practical strategies for resilience and long-term success



3 Blind Spots to Overcome for Greater Alignment

01
Technical

02
Silos

03
Purpose

Why Are We Here?

FALSE	TRUE
Speakers have magic answers	Intentionality is the first step
Broken systems will fix themselves over time	You have influence
Overnight transformation	You believe in building better systems
	Willingness to act instead of criticizing/complaining

3 Actions to Take on Monday

1. Look at the forest, not the trees

Ask: “What is this telling me about our system design?”

2. Align across leadership

- Pick one (1) priority to focus on for the next quarter
- Communicate it regularly in leadership and staff meetings

3. Choose one system challenge to redesign

- Set realistic goals
- System resilience starts with small changes that lead to significant results **(80/20 rule)**

Your Steve Jobs Moment

**I'm the one crazy enough to believe healthcare
can be improved and that's why I'm the one
who will change it.**

MY CONTACT INFORMATION

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