

## Process Mapping

**Purpose:** This process map tool will help your UBT identify all the steps in its workflow. The flow chart will help you break down processes into basic, sequential steps—which in turn will help you identify opportunities to improve care (greater efficiency in medical charting, improved treatment for chronic diseases) and service (less waiting time to schedule a visit, shorter waiting time during the visit).

**When:** Use to help your team determine where to focus improvement efforts.

**Who:** Level 2 team and higher.

### WHAT IS PROCESS MAPPING?

A **process** is a set of activities or steps that achieves a result. Each step can add—or subtract—value from the entire process. A process is reliable when team members take consistent steps leading to a consistent result each time under normal conditions.



A **process map** is a visual representation of a process or system designed to help a team understand its roles and tasks and to highlight opportunities for improvement.



### WHY MAP?

Process maps are more than simple boxes and lines that document a workflow. This tool, when used properly, can shed light on opportunities to:

- [ ✓ ] Increase efficiency
- [ ✓ ] Enhance patient service
- [ ✓ ] Eliminate waste
- [ ✓ ] Simplify complex workflows
- [ ✓ ] Reduce wait times
- [ ✓ ] Gain buy-in and support for organizational change

## Creating a Process Map



### FIRST STEP: WHAT IS YOUR PROCESS?

1. Walk through the entire process
2. Identify what happens at each step:
  - » Who does the work?
  - » How long does each step take?
  - » How much does the success of the process rely on this step?
3. Identify waste, problems or delays



## Creating a Process Map (continued)

### SECOND STEP: MAP IT

#### 1. You'll need these materials

- » A large piece of flipchart paper or newsprint
- » A set of sticky notes or cards
- » Tape
- » Pens

#### 2. These commonly used symbols will help

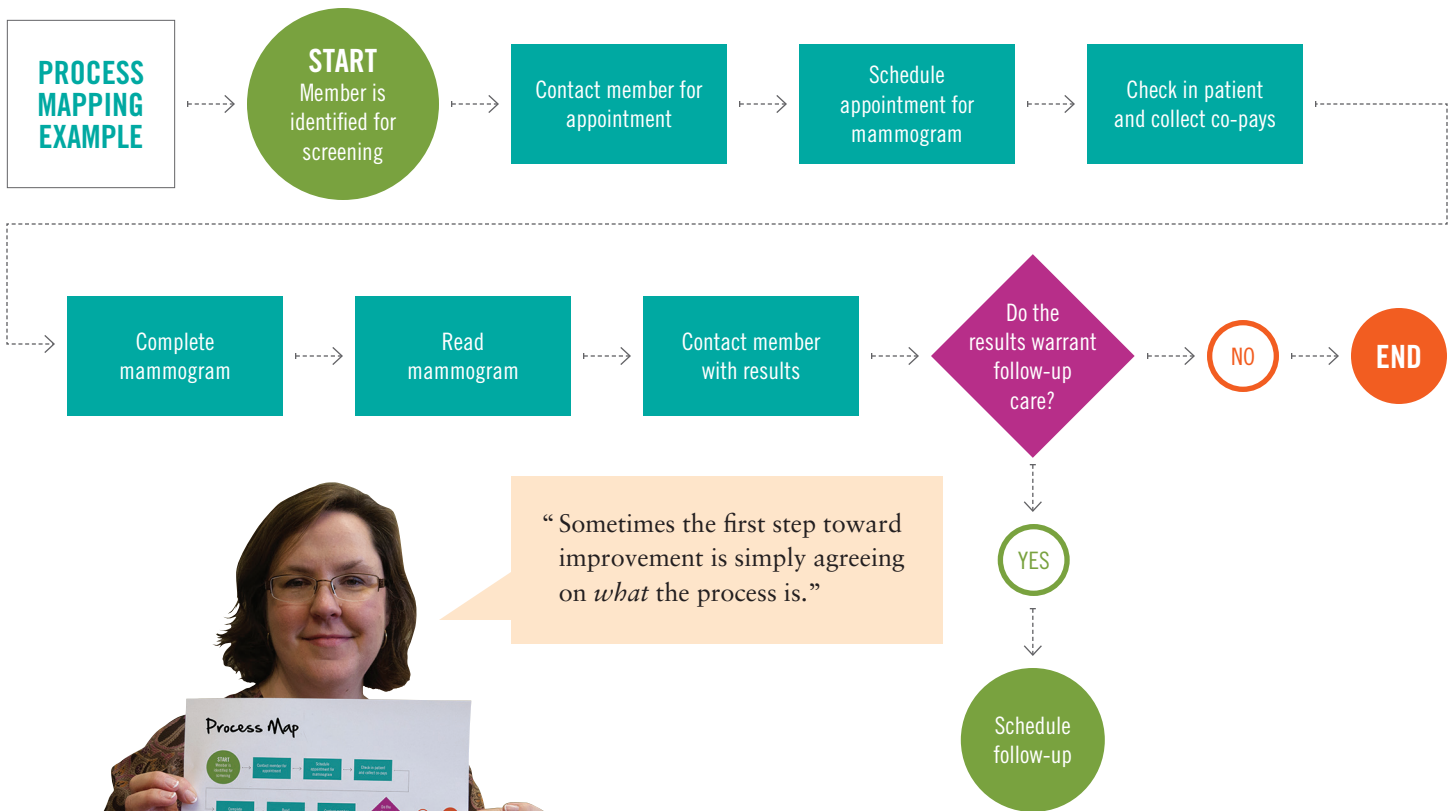
- ● Start/End of a process (trim corners of card or sticky note)
- Task/Activity/Step in process (single card or note)
- > Direction of flow from one step to another
- ◆ Question that will lead to a decision (arrows will point to YES or NO)

#### 3. How to map your process

- » Begin with a Start/End symbol, writing in "Start" or "End"
- » Use a Task/Activity card to document each step
- » Show which direction the work is flowing by using arrows to point from one symbol to another
- » Use a diamond to document where decisions have to be made
- » Finish with another Start/End symbol

#### 4. Identify unclear steps, areas of waste or other opportunities for improvement, and create an action plan for addressing them.

#### 5. Post the final process map in a visible location so team members who didn't participate in the mapping can provide feedback.



“Sometimes the first step toward improvement is simply agreeing on *what* the process is.”

