

Swim Lane Process Mapping: A tool to support partnerships and engagement

Objectives

- Consider use of process mapping as a tool to support partnership and engagement.
- Learn what a swim lane process map is and why we should use them
- Assembling the right team with the right expertise
- Build and review a swim lane process map together

Why do process mapping?

- The power of process mapping lies in the visual representation of your daily work
- Enables a team to translate their ‘mental model’ of what they think happens into a group ‘shared model’ of what actually happens
- There are always “aha moments”
- Captures important ways your work is unique and how the work is done
- Process mapping helps us understand how **People**, **Process** and **Technology** are integrated together
- Multi-stakeholder benefits of diagramming together
- Opportunity to correct broken processes or design a best possible new or future state process.

For more background on Process Mapping:

[Stratis Health QI Basics - Process Mapping Module](#)

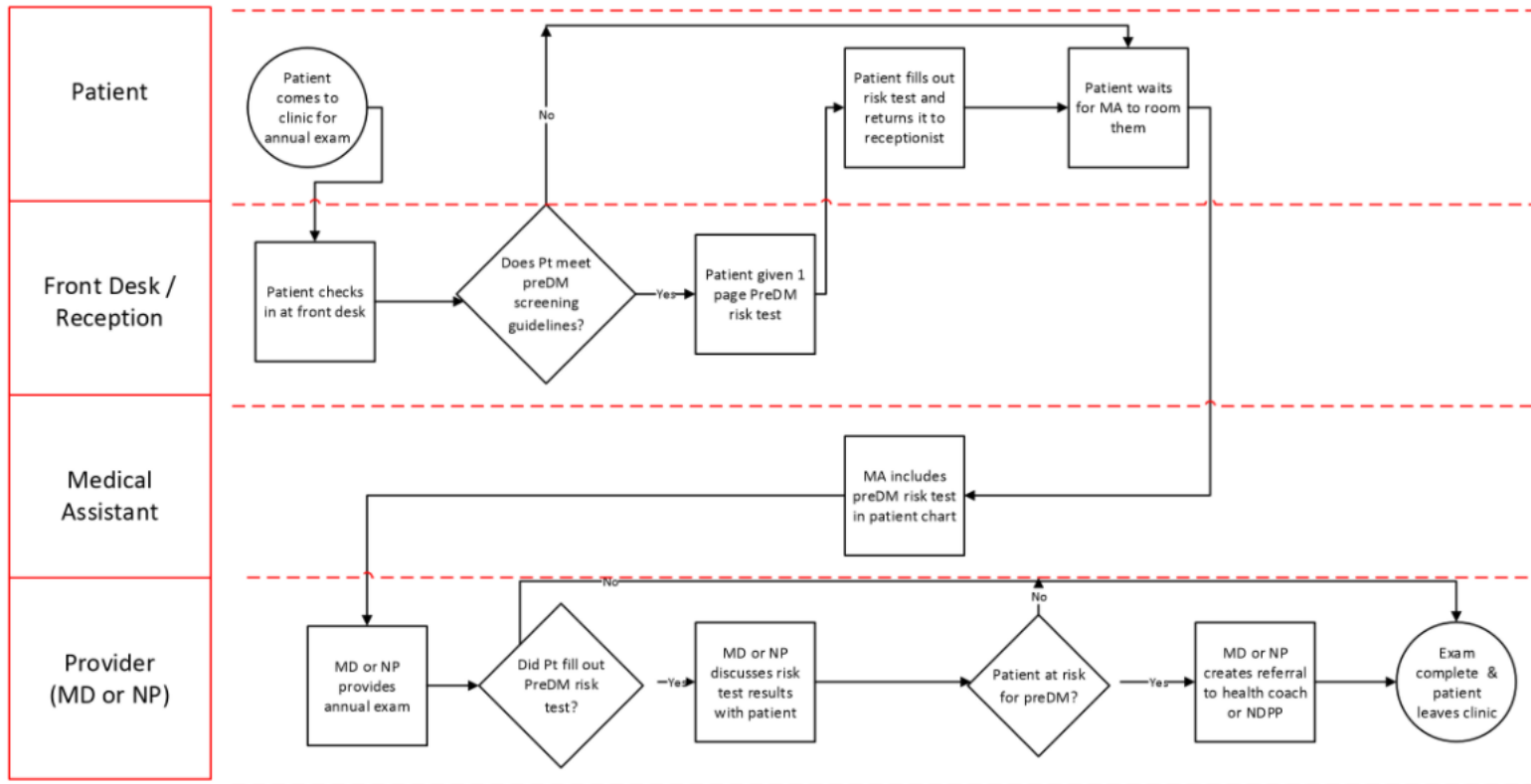


Once you document a process...you can then analyze and improve it!

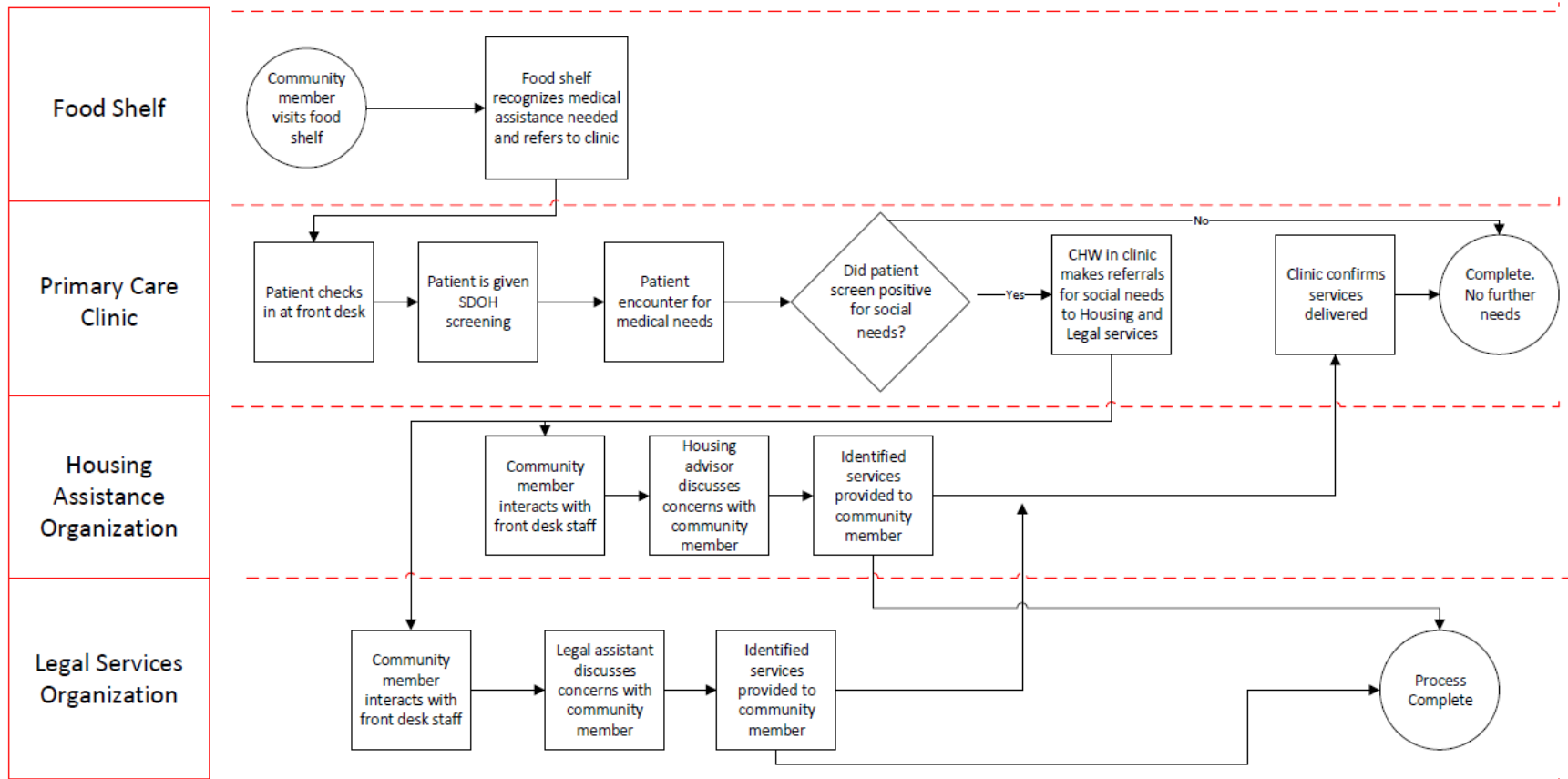
- Bottlenecks
- Sources of delay
- Rework due to errors
- Role ambiguity
- Unnecessary or duplicate steps
- Long cycle times
- Lack of adherence to standards
- Lack of information
- Lack of quality controls

What is a Swim Lane Process Map and Why We Should Use Them ?

Swim lane process mapping



Swim lane process mapping



Framing (Defining) the Process

- Boundaries (framing the process)
 - Major steps in the process from the trigger event to the end result
(what is in the scope of this process?)
(where does the work begin and end?)
- Stakeholders / Customers
- Keep thinking “Who/ Does/ What/ When?” as you visually build your process
- Consider intra-organizational handoffs

Assembling the Team and Appreciating Expertise

Who should be on the team?

- Engage stakeholders / process owners based on the scope of the process (it does indeed 'take a village')
- Assemble diversity of knowledge and experience about the workflow you are mapping &/or designing

Rule of the road for the team

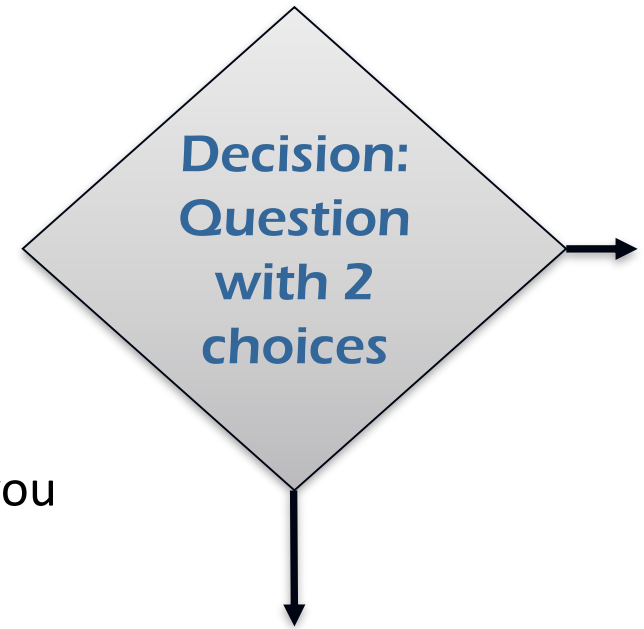
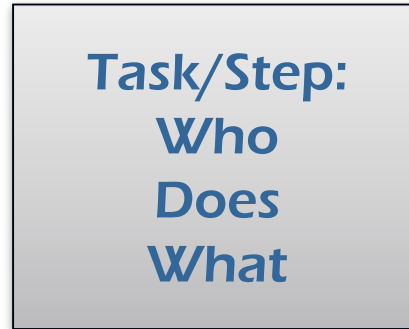
- Change is hard...changing culture is even harder!
- 'Take your stripes off at the door'
- Be objective
- Same 'rules of the road' as brainstorming sessions...be open to new ideas!
- Be sure to celebrate your successes along the way and at the end

Building a Swim Lane Process Map

Swim Lane process diagramming tools

- Start with physical diagramming tools
 - White board and sticky notes and pens
 - Clear wall and stick notes or paper and masking tape
 - Easels and paper flip charts
- Pause, review and revise
- Draw you connector lines
- Convert to electronic format: Microsoft Visio, Mural.co, or LucidChart.com
- Revise again
- Plan B...start and finish in electronic format

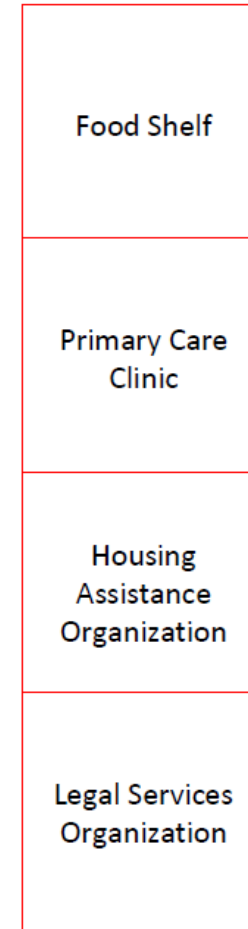
Recall the shapes used:



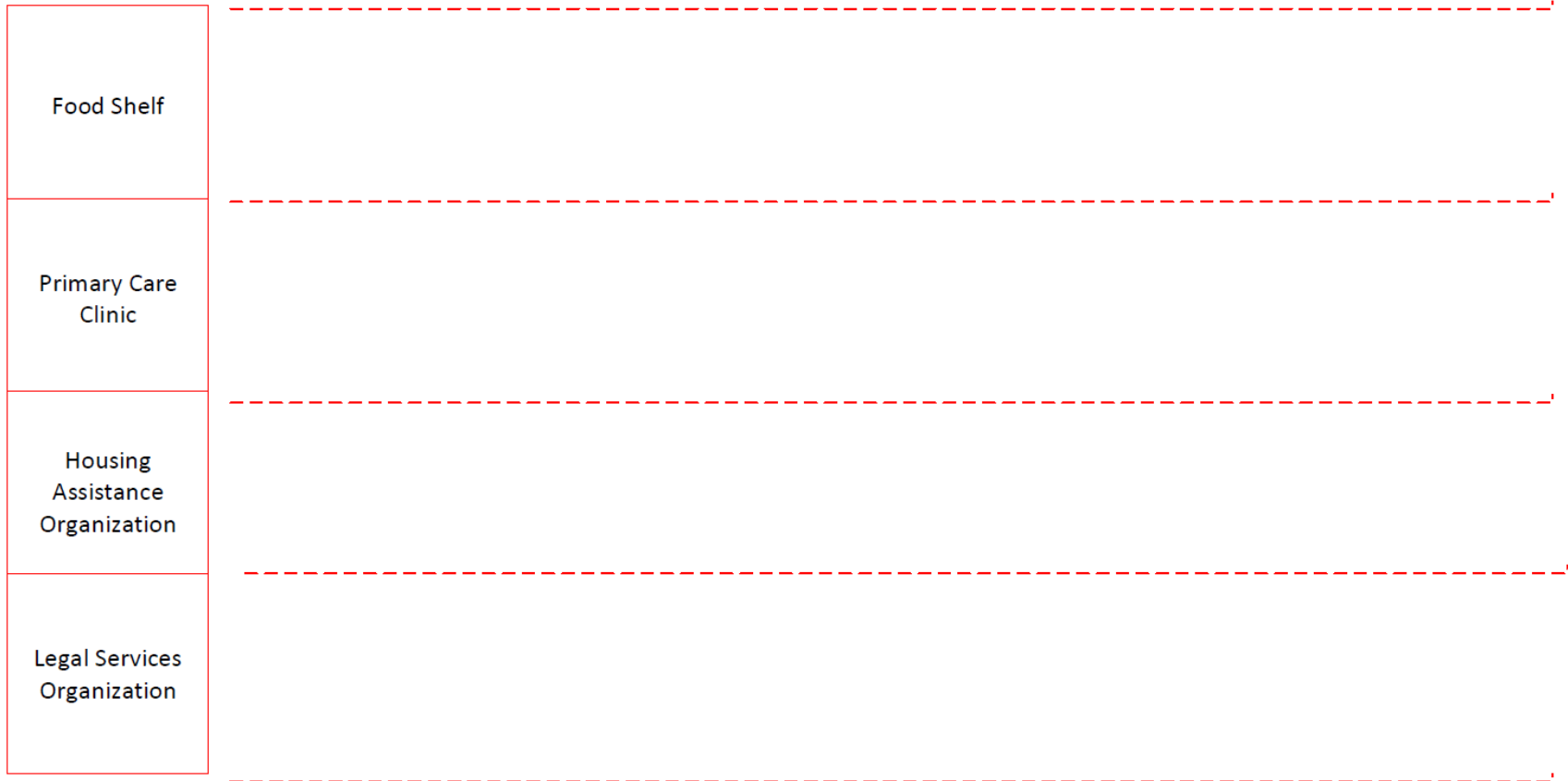
- Work left to right, top to bottom (generally) as you map your process
- Each step needs to say clearly:
 - Who - Subject
 - Does - Verb
 - What – Object
- ‘When’ represents the sequencing of the steps
- Decision diamonds represent key choices or decisions.
 - Yes or No questions

Frame the process and start building!

- Identify the actors...the organizations that will participate in this cross-cutting process map
- Describe the process narrative...we'll build a community-healthcare partnership workflow example
- Frame the process by determining the start or 'trigger' event and what concludes the process
 - Start: Community member will visit a food shelf
 - End: Services received and delivered



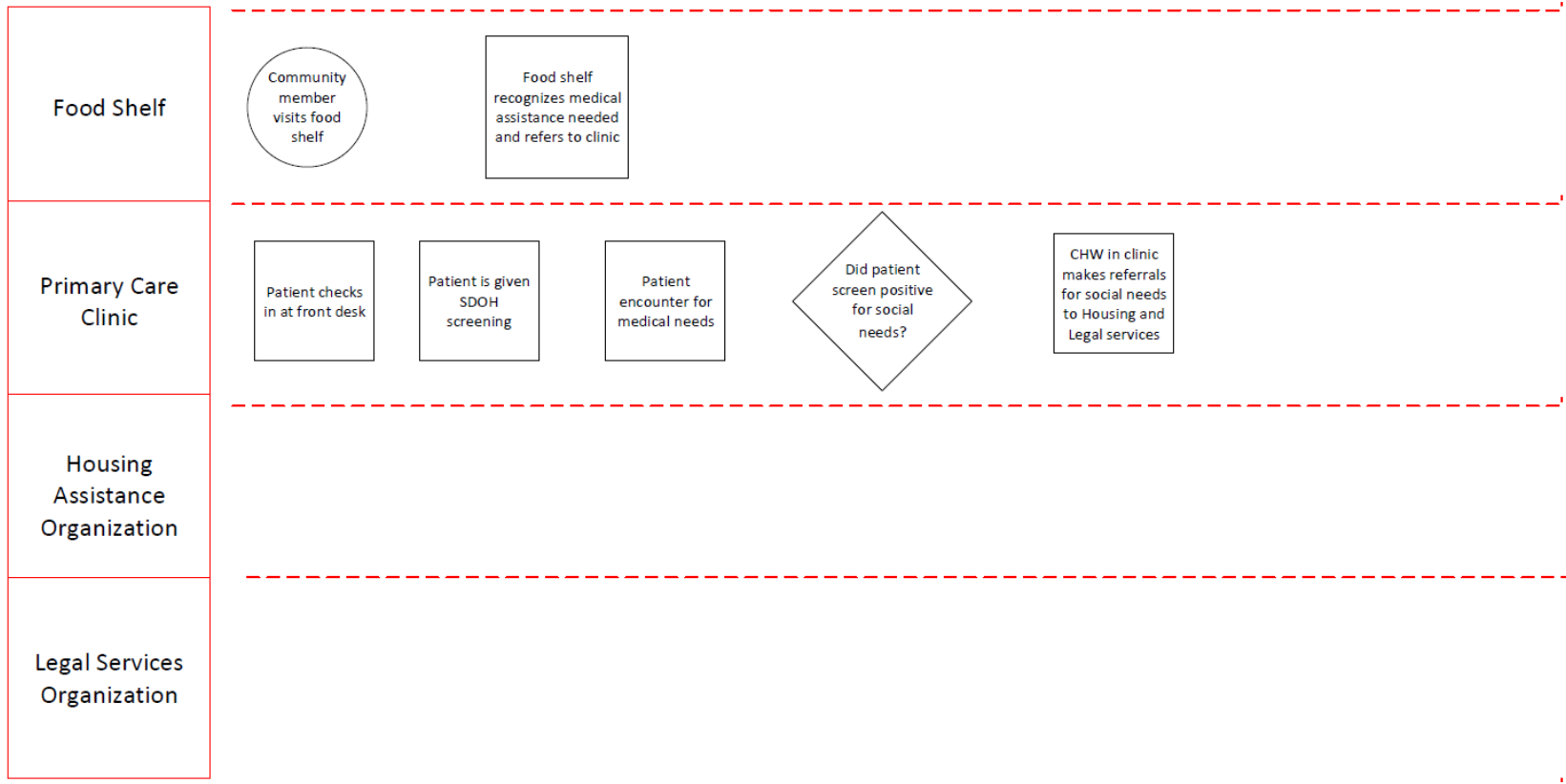
Swim Lane example



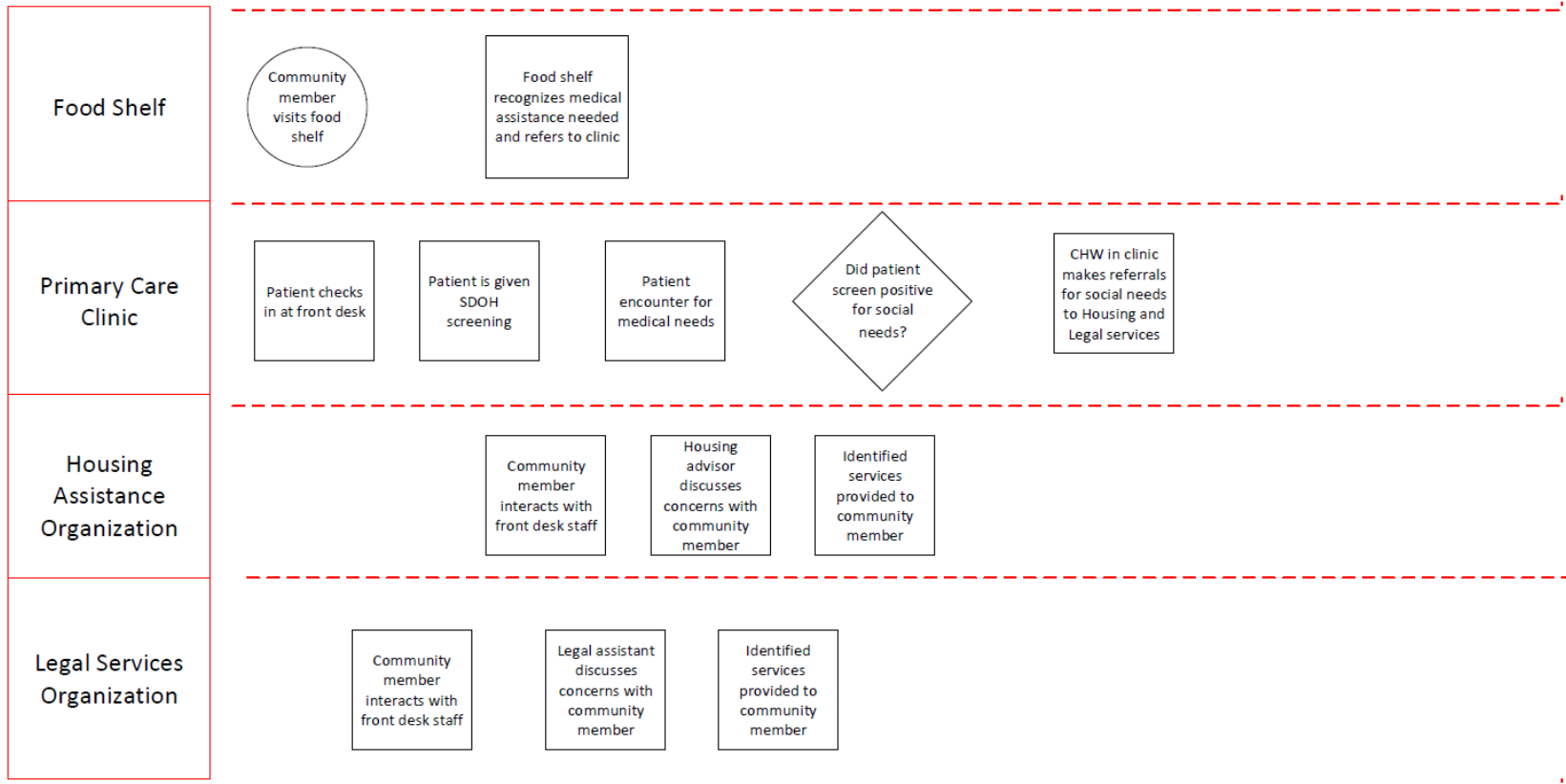
Swim Lane example



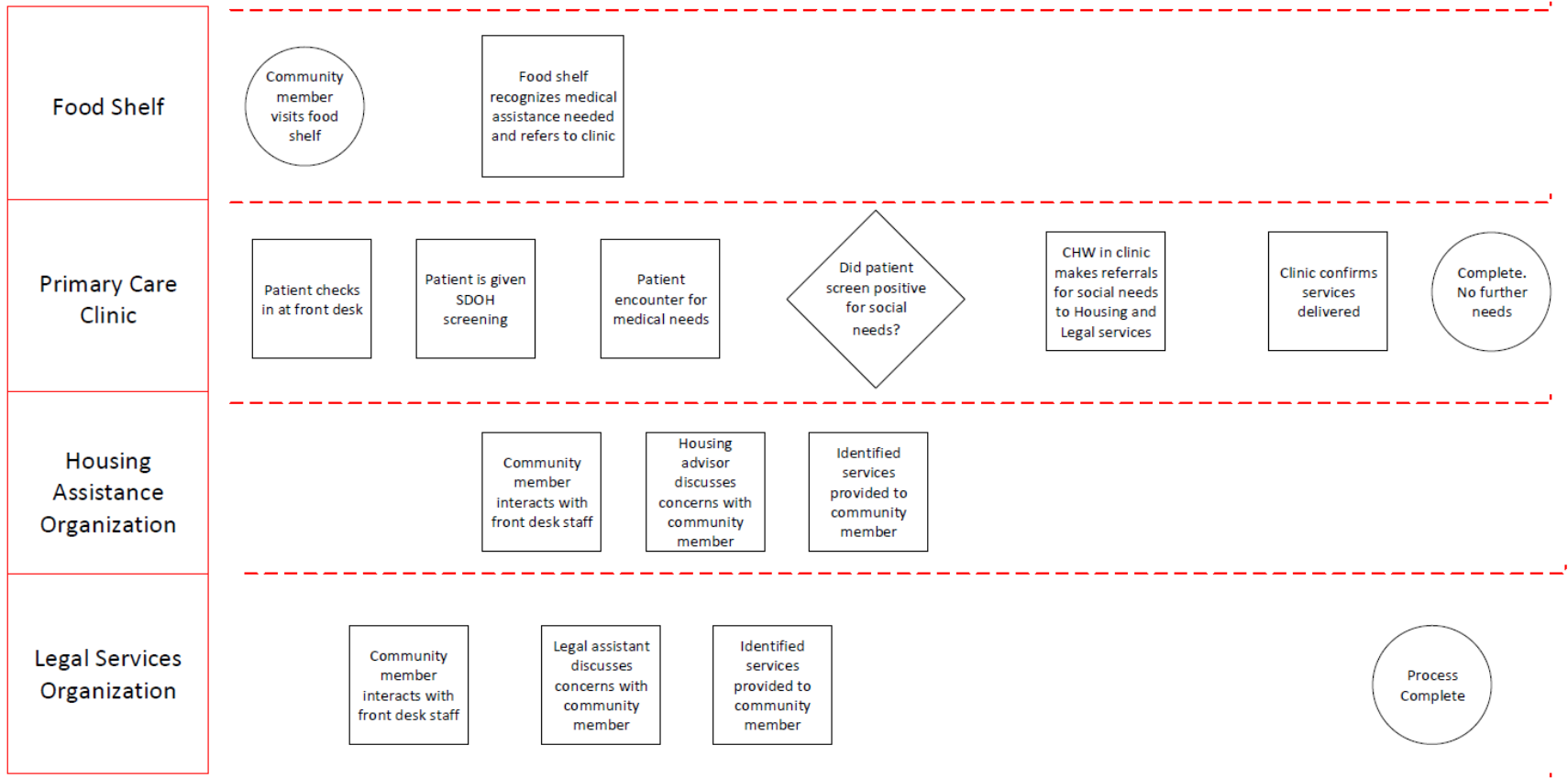
Swim Lane example



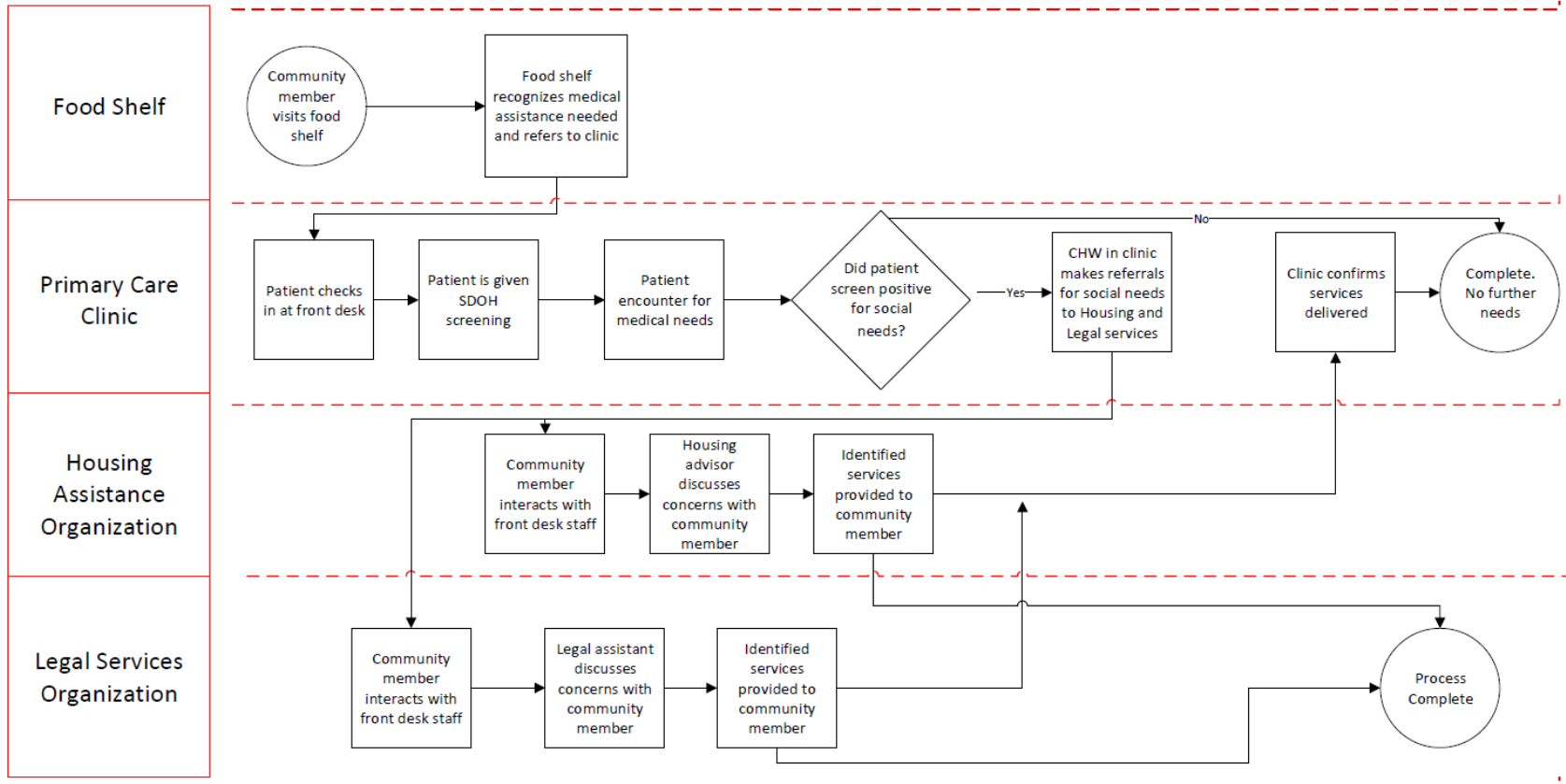
Swim Lane example



Swim Lane example



Swim Lane example



Summary

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- The power of process mapping lies in the visual representation of complicated concepts
- Process mapping is a vital step in preparing for implementation / operationalizing the process
- Process mapping has inherent benefits beyond your current use (training, future redesign of the process, etc.)
- Engaging people who do the work is essential to success
- Understanding & communicating
“Who Does What When” is the key!

Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities

Developed by Stratis Health, in partnership with the Georgia Health Policy Center, for grantees funded by the Federal Office of Rural Health Policy

