

Quality Improvement Basics

Introduction to Process Mapping

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Objectives



After completing this module, participants will be able to

- Explain what process mapping is
- Describe how process mapping supports quality improvement
- Identify appropriate team members to participate in creating a process map

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Key Concepts and Definitions



Process: A complete set of activities or steps designed to produce a results that helps to accomplish a particular organizational goal.

Process Map: A visual depiction of how a process works that answers “Who/Does/What/When?” Describes the combination of steps, tasks, or events and/or decision points that support the process which results in the process outcome.

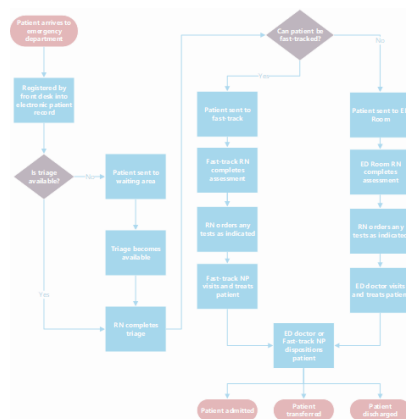
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What and Why of Process Mapping



- Method of visually displaying how we carry out our work
- Allows teams to identify differences between what actually happens vs. what policies, procedures, or protocols say should happen
- Propose modifications to drive improvements and better outcomes



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Identify Opportunities to Improve



- Bottlenecks
- Rework due to errors
- Role ambiguity
- Unnecessary duplications
- Long cycle time
- Skipped steps
- Lack of adherence to standards
- Lack of information

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Process Modifications



Small Tweaks

- Rearrange order of steps
- Simplify steps
- Add cognitive aid
- Add software enhancement
- Relocate supplies

Significant Changes

- Physical plant change
- Standardization of equipment
- Reduction of distractions
- Redesign of workflow

Remember!

- Systems are made up of processes
- A change to one process can cause changes elsewhere in the system

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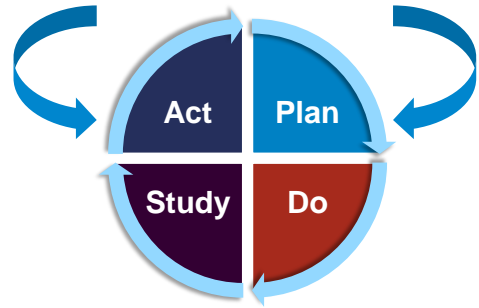


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Process Mapping and The Model for Improvement



- Model for Improvement 3 key questions:
 - What are we trying to accomplish?
 - How will we know the change is an improvement?
 - What change can we make that will result in improvement?



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Who is involved in process mapping?



- A team process involving the people doing the work
- Creates buy-in and prepares the team for change
- Process “owners” know what changes may work best



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In Summary



- Process mapping is a method to visually display who/does/what/when
- Creates a shared understanding of how work is being carried out so teams can identify breakdowns, workarounds, and gaps that lead to undesirable outcomes
- Process mapping should be done with a multi-disciplinary team including those who do the work

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.

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