

Quality Improvement Basics

Mapping the Process

StratisHealth

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Objectives



After completing this module, participants will be able to

- Recognize the importance of a culture of safety in facilitating effective process mapping
- Describe the key steps involved in process mapping
- Develop a process map using three primary flowchart symbols

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Mapping Out Your Process



- Start with the current process
- Scope the process: what is the start and what is the end
- Document major steps in the process – Who/Does/What/When?
- Create and maintain a safe space for open sharing
- Identify the team member role responsible for each step
- Consider interdepartmental or organizational handoffs
- Test the completeness of the flowchart and review with others
- Capture your “aha” moments
- Look for redundancies and opportunities to simplify

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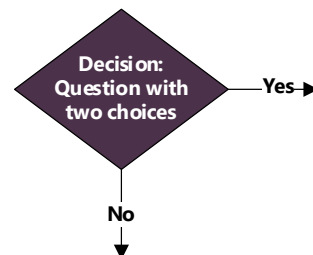
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Process Shapes



Terminator:
Start and Finish

Task/Step:
Who
Does
What



- Generally, run top to bottom and left to right

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Gather Your Supplies

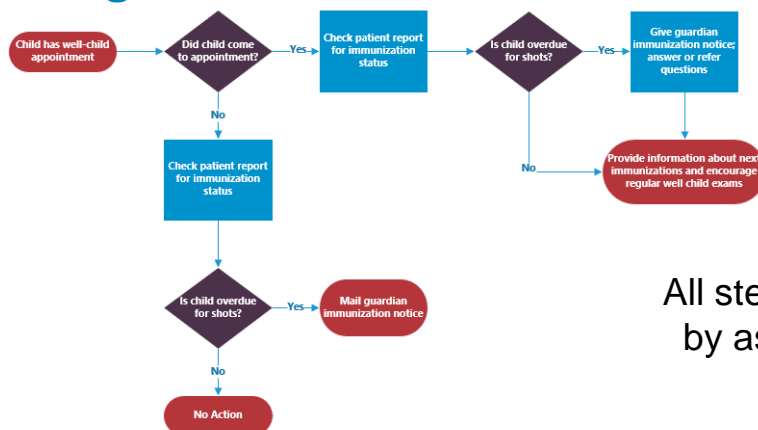


- In person:
 - Post it notes
 - Markers, white board
- Virtual
 - Office Suite applications
 - Collaborative online tools

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Example: Assessing for Childhood Immunizations



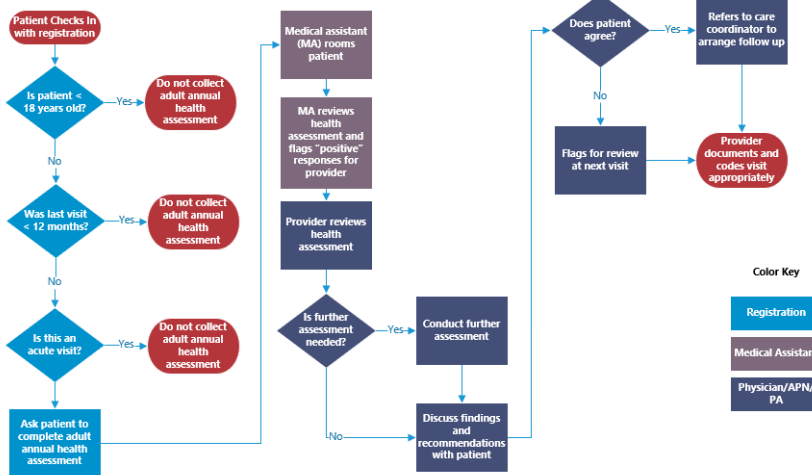
All steps completed
by assigned nurse

Adapted from the Minnesota Department of Health
[Flowchart - MN Dept. of Health \(state.mn.us\)](https://www.state.mn.us/health/immunization/)

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Example: Adult Annual Health Assessment

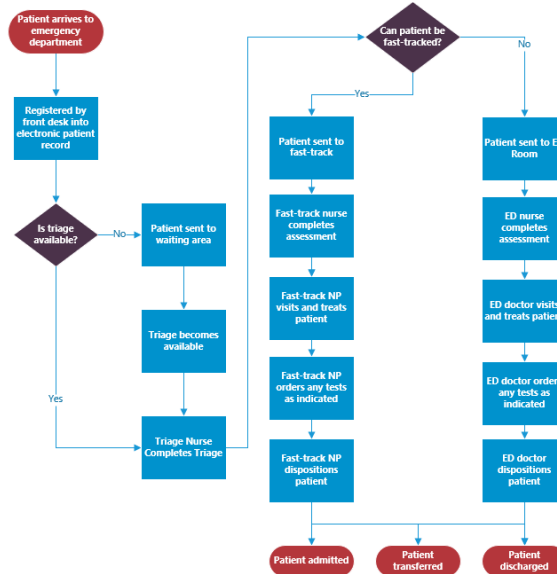


Adapted from the Agency for Healthcare Research and Quality
Appendix 9: Tools for Making Changes in Your Practice | Agency for Healthcare Research and Quality (ahrq.gov)

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Example: Emergency Department Patient Flow



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In Summary



- A culture of safety is essential for effective process mapping. Team members must feel safe and encouraged to share how they do their work without shame or fear so the team can identify changes that can lead to improvement.
- Keys steps for process mapping include determining the start and end point of the process, identifying the steps of the process in the appropriate order, getting agreement that the map is accurate, and determining if and where improvements can be made.
- Flowchart symbols include ovals for start and end points, squares for process steps, diamonds for decision points, and connector lines with arrows to show sequential ordering.

"You don't learn to Process Map, You Process Map to learn" --Dr. Myron Tribus

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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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