Quality Improvement Basics

Swim Lane Process Mapping

StratisHealth

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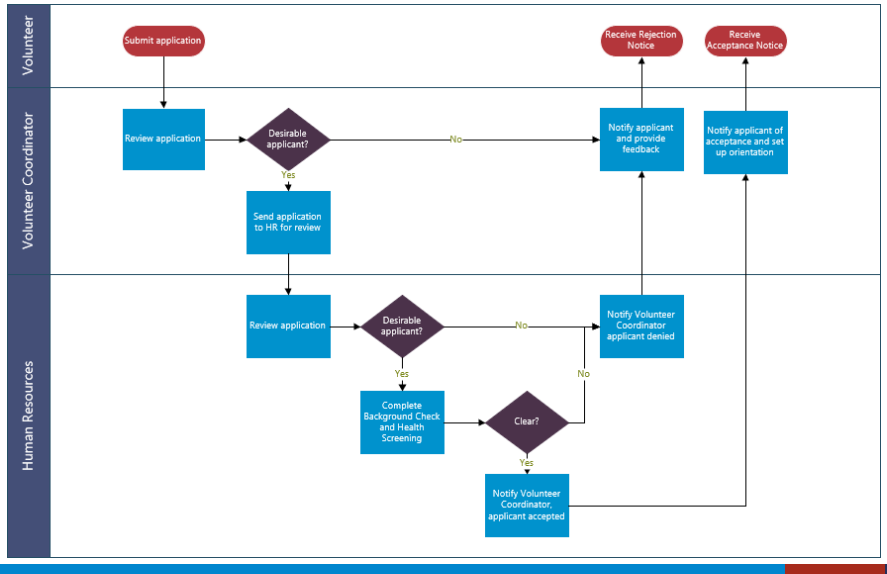
Objectives

- Discuss the purpose of a swim lane process map
- Describe key steps in building a swim lane process map
- Build a swim lane process map

Swim Lane Process Diagrams

- Process steps and decisions are grouped visually into lanes depending on role or function
  - Similar to a swimming pool, each lane belongs to person, team, department, or other organizational unit you select.
  - Can be created for work across organizations, too
- Helps manage communications and hand-offs between people or departments

Volunteer Applies at Hospital



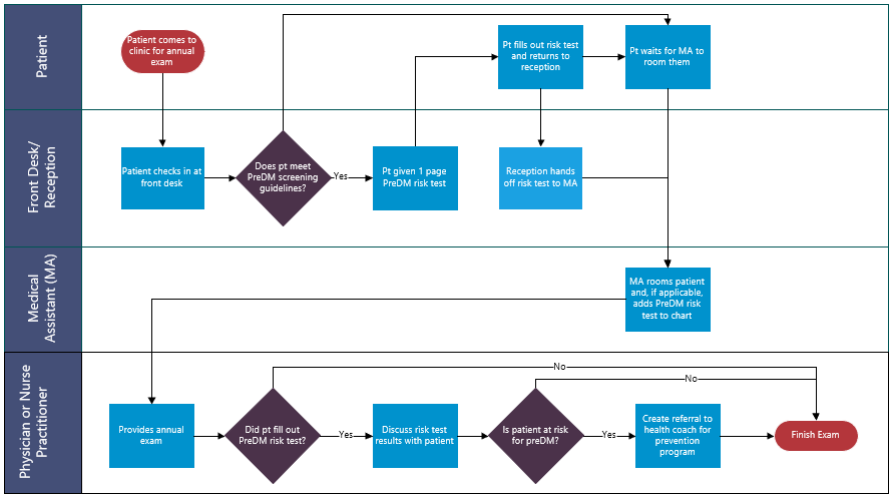
Swim Lane Process Mapping

1. Decide on the process you will map
2. Identify the participants who are (or should be) involved
3. Determine how you will create your process map. In person or virtual? What supplies or technology will you need?
4. Identify who should be included in the different lanes – roles, departments, organizations, etc. – and add them to the lanes

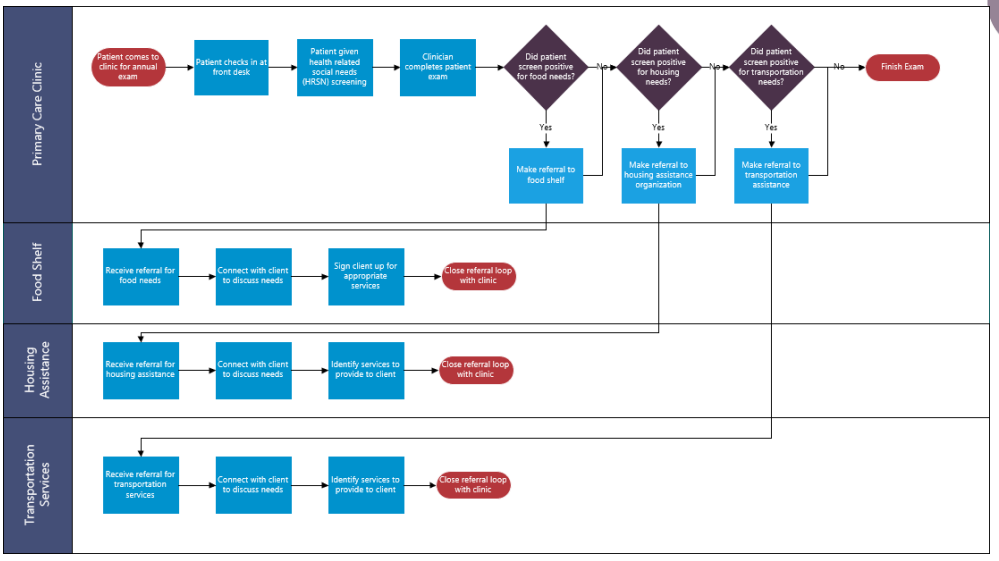
Swim Lane Process Mapping cont'd

5. Indicate each step in the process from start to finish, moving from lane to lane based on who owns each step. Use standard flowchart symbols and arrows to show the direction of movement and to depict the process's progression.
6. Note any problem areas, delays, or duplication that you may want to address later
7. Have participants and leaders verify the accuracy of the process you mapped.
8. Save your document for future reference

Patient Screening for Pre-Diabetes



Social Needs Referrals



Summary

- A swim lane process map shows processes and decisions placed in lanes to reflect who is responsible for each step and how the steps impact other players in the process.
- Process mapping requires involving the people that do the work and in swim lane process mapping this may mean multidisciplinary and multi-organizational teams.
- The power of process mapping lies in the visual representation of complicated concepts.