

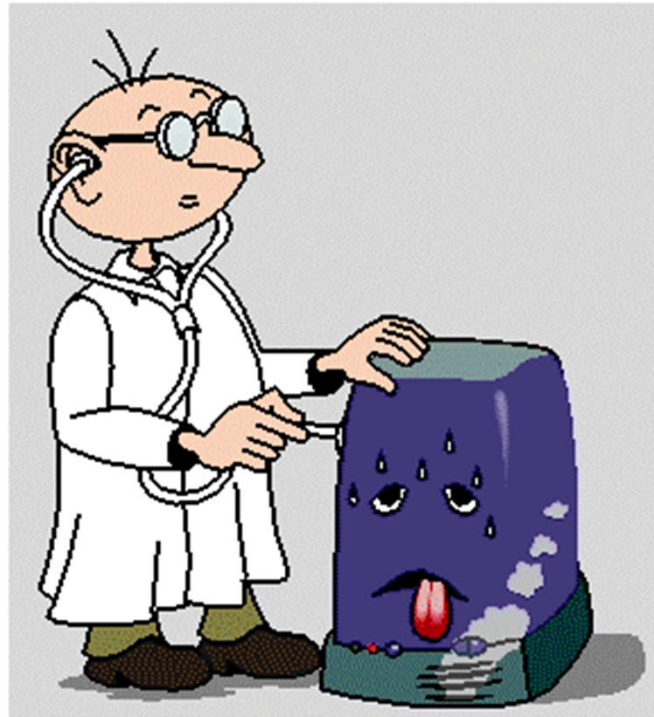


THE ART OF PROCESS MAPPING

Today's session will talk about:

- What process mapping is
- The Who what when where whys
- A little about the importance of data
- Current and Future State mapping
- Value Stream Mapping
- Experience Based Design

What is it and
how can it
help me?



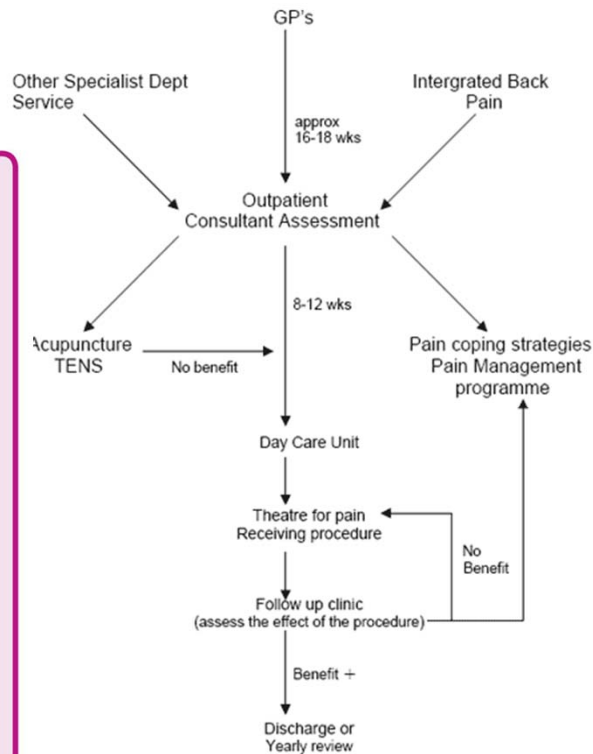
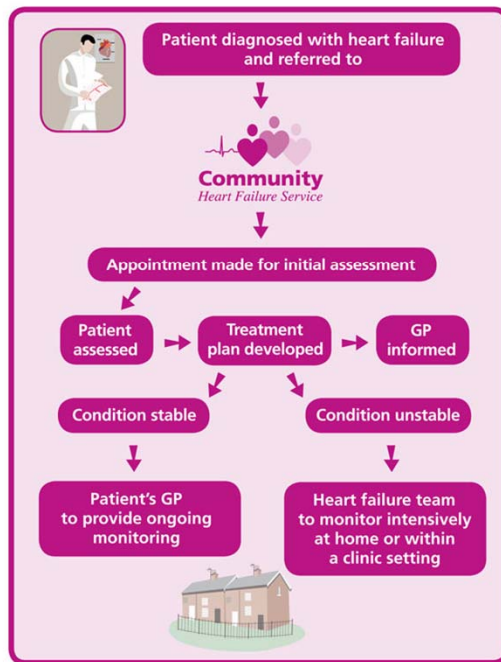
When does it work best?


Beginning	Middle	End
Cat and a boy the main characters	Sometimes the like food that the Sam and Sam time they eat Sometimes the eat together	So the the always beg us cat like fogs a

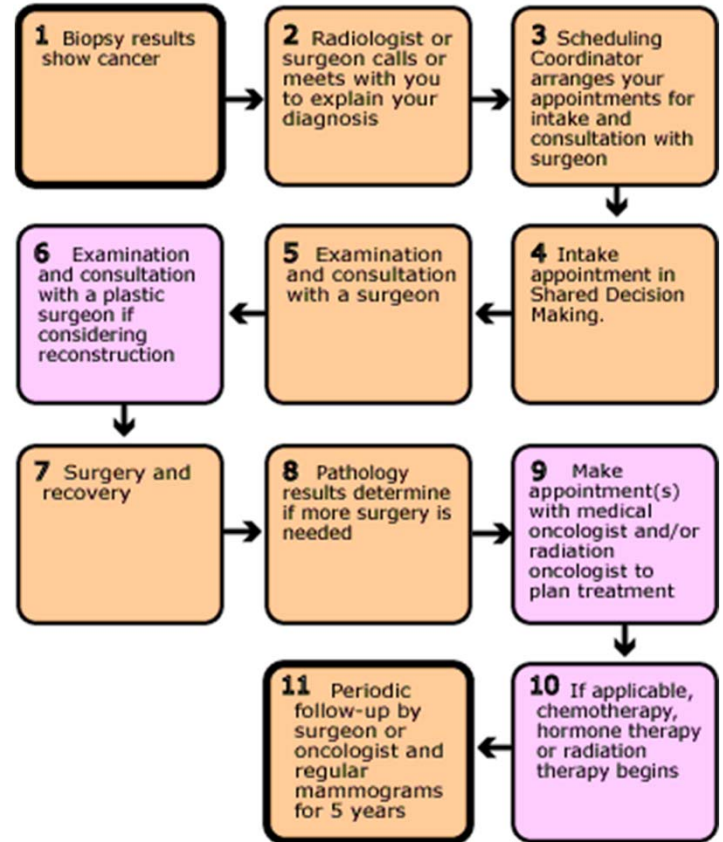
Post-it® Super Sticky Notes & Beginning, Middle & End Chart

BEGINNING	MIDDLE	END
1. What happened in the beginning?	1. What was the main problem?	1. How was the problem solved?
2. Where did the story happen?	2. What happened next?	2. How did the story end?
3. When did the story happen?	3. What was the main character doing?	
4. Who were the main characters?		

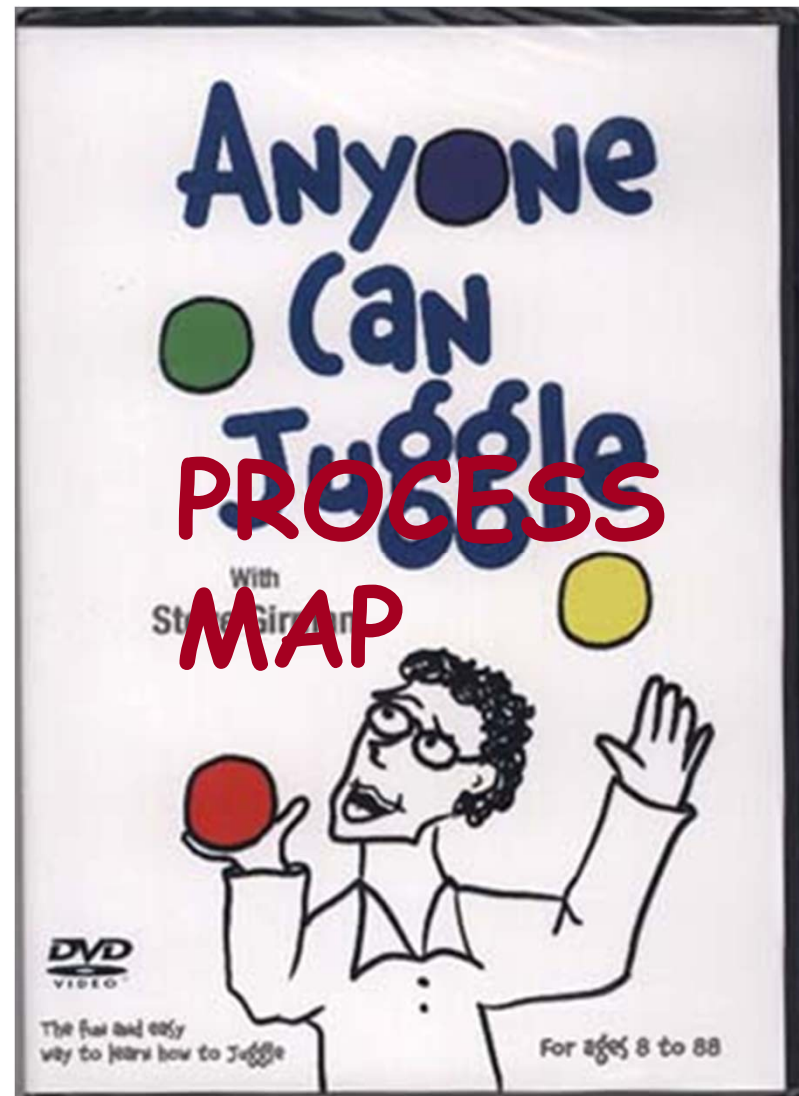
Why should I use it



 This color indicates steps that do not apply to most patients.



Who can
use it?



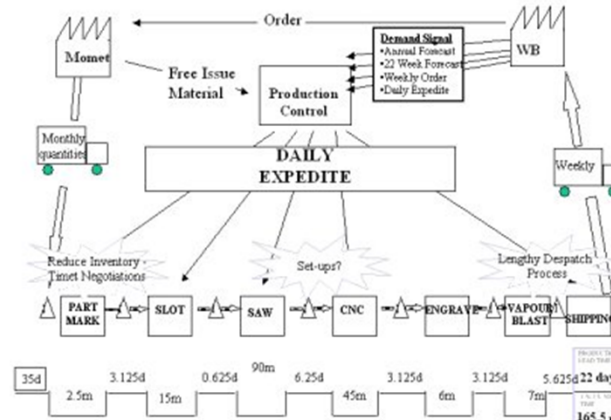


Facilitation

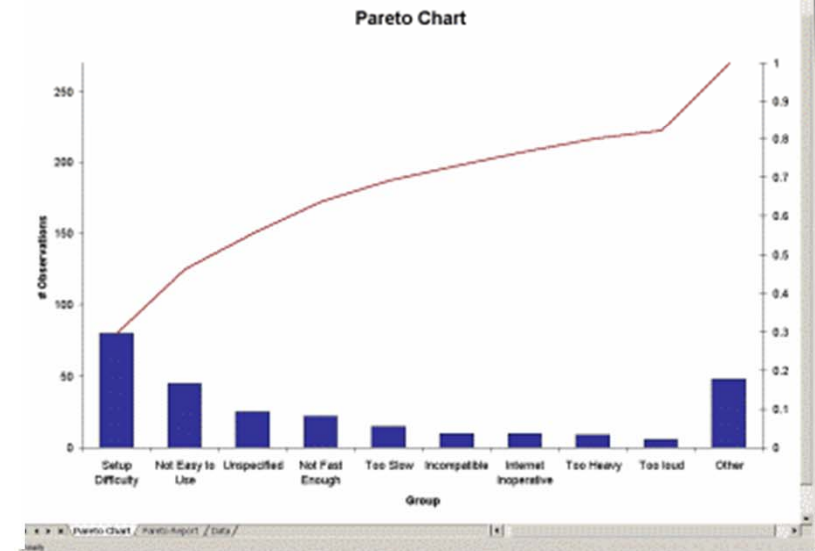
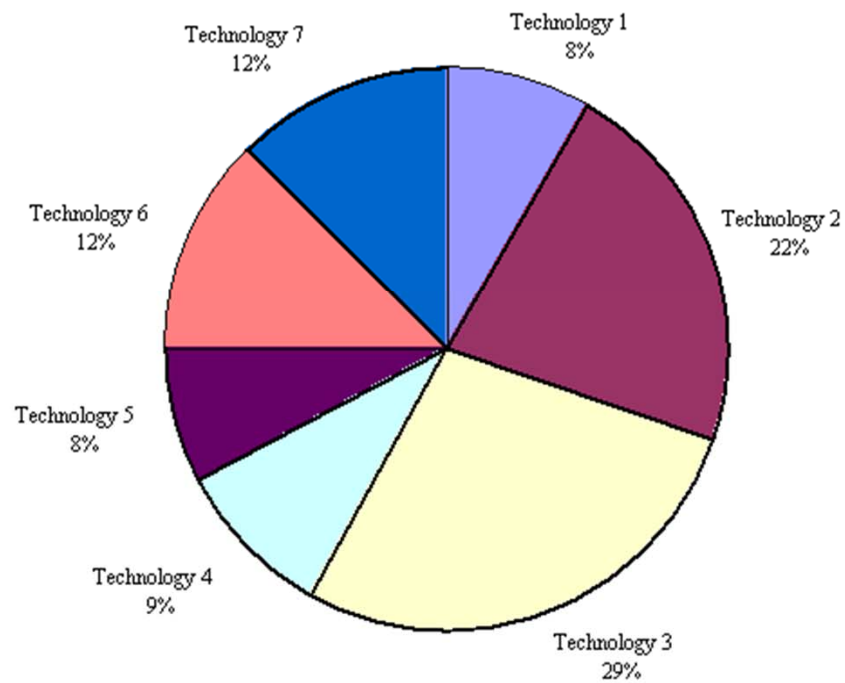
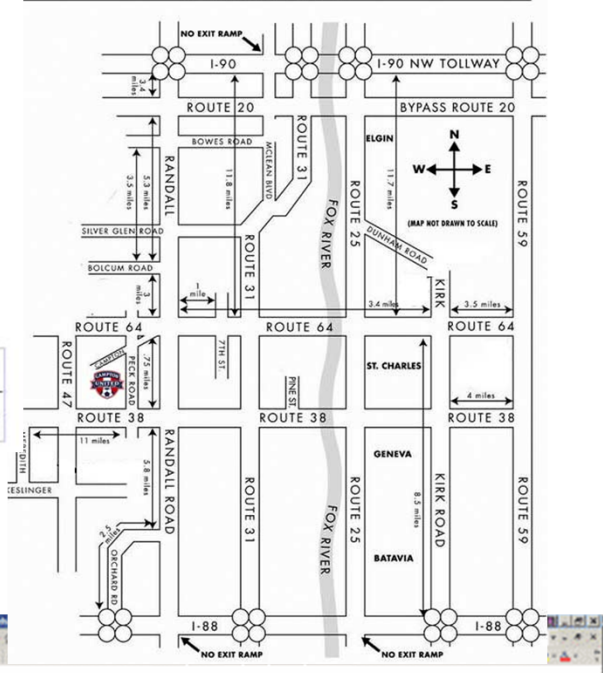
Where do I start?

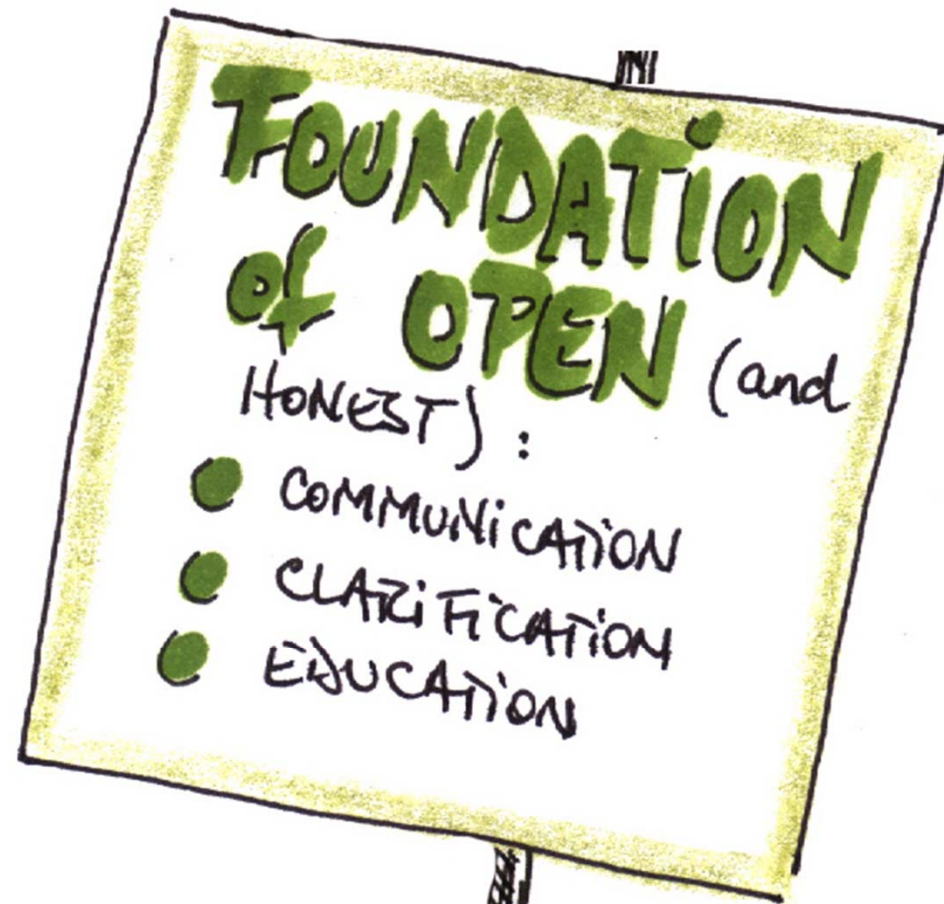


Current State Map



AREA MAP



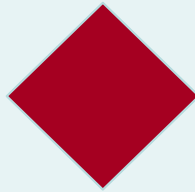


- Brown paper – it is really cheap
- Post-it notes in lots of colors (or use stickers to identify them if they are on-colored)
- Marker pens
- Tape
- Flip-chart for recording parking lot items and displaying agreed upon ground rules

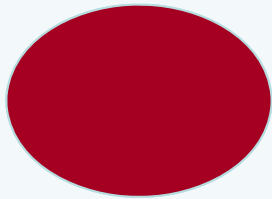




A box or a rectangle to show the tasks or activities of the process.



A diamond represents the stage in the process where a question is asked or a decision is required.

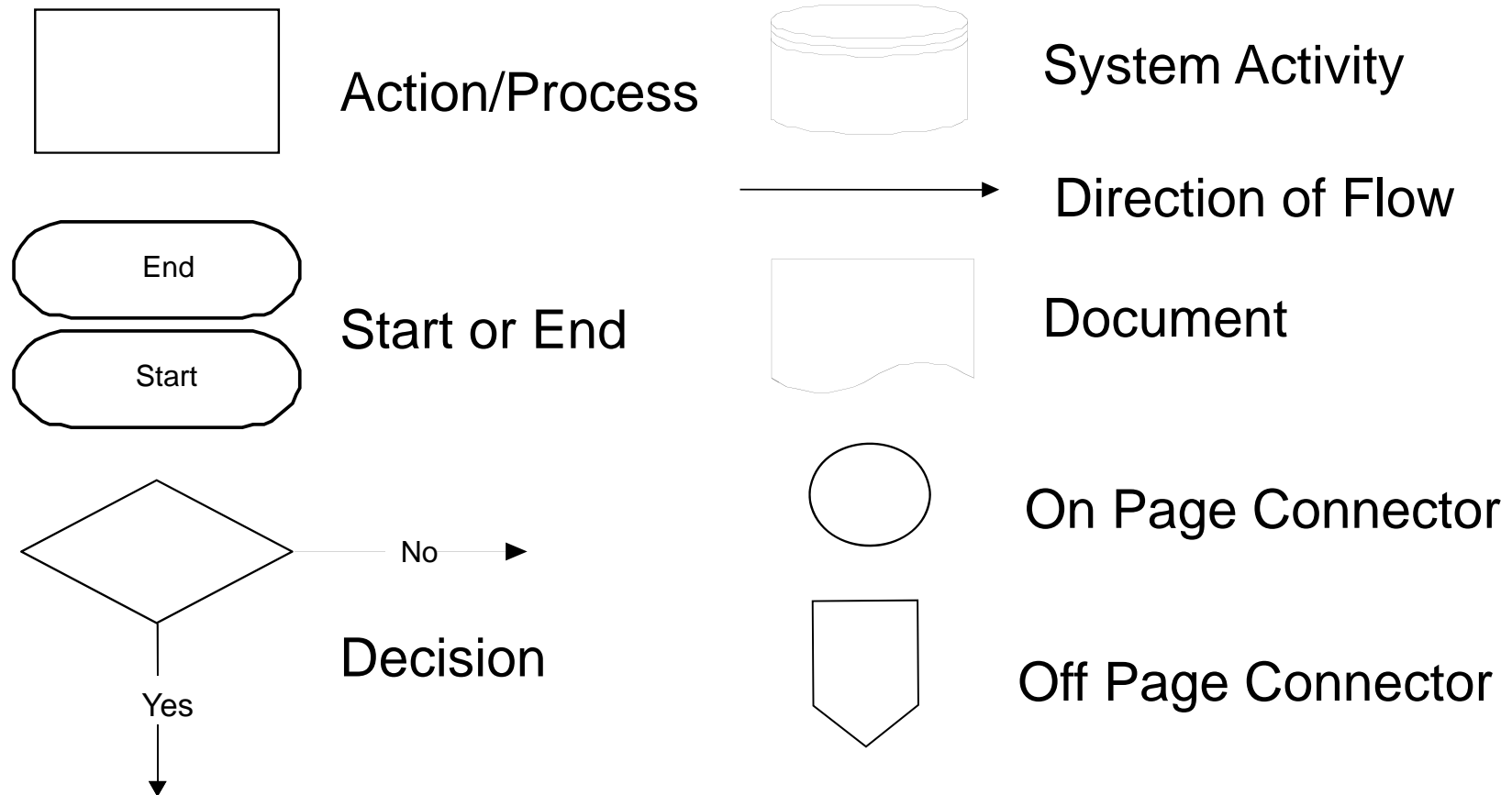


An oval shows the start of the process and the inputs required and also show marks the end of the process with the results of the outputs. The symbol is the same for the start and the end of the process to emphasize interdependency.



Arrows show the direction or the flow of the process.

Getting more complex symbols



FUTURE STATE

We're brainstorming here,
and there are no dumb ideas.
But if we *weren't* brainstorming,
that would have been
a really, *really* dumb idea.




Process Mapping Grid

High Effort Low Reward/Impact Don't Do	High Effort High Reward/Impact Strategic
Low Effort Low Reward/Impact Quick Hits	Low Effort High Reward/Impact Gems

STANDARD OPERATING PROCEDURE

PHILIP GOUREVITCH
AND ERROL MORRIS





Measure the improvement


Institute for Innovation
and Improvement

Measure

- Reduction in time
- Reduction in duplication
- Reduction in steps
- Clinical efficiencies
- Increase in safety: reduction in error and cost
- Consistency
- Adherence to process
- No of handoffs
- Complaints/compliments

Measure



approach



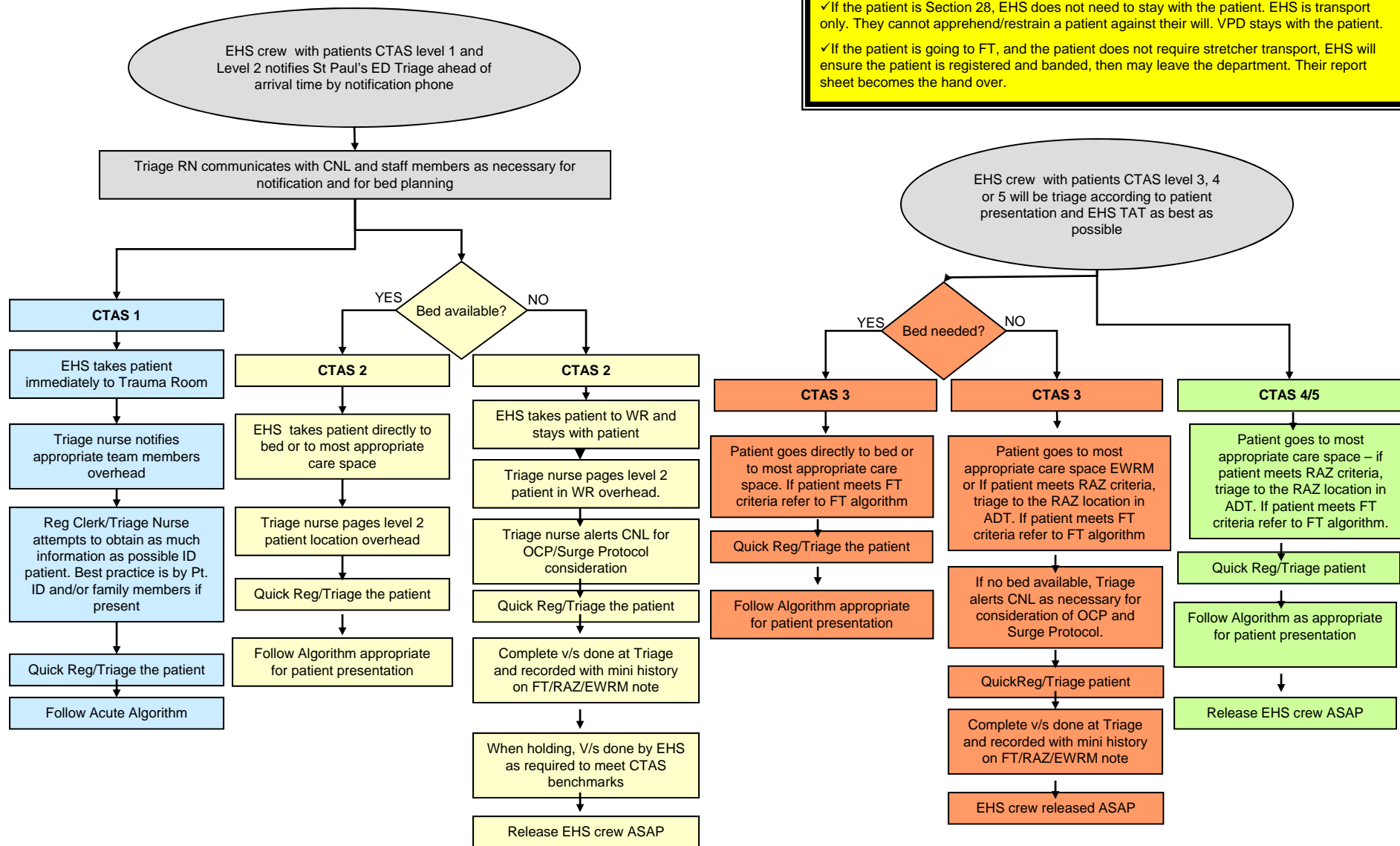
Measure improvement

- Collect stories
- Observe
- Use mapping techniques
- Before and after – from and to



TRIAGE FLOW ALGORITHM EHS PATIENTS

- ✓ EHS does not need to do v/s on all patients arriving at ED. They are only done by EHS if v/s were unable to be obtained in route or waiting for a bed and need to repeat v/s to meet CTAS benchmarks
- ✓ When available - PHN or picture ID must be presented when arriving to Triage
- ✓ Pink copy of EHS form goes to Admitting
- ✓ White copy of EHS form goes to Bed Side RN
- ✓ If the patient is Section 28, EHS does not need to stay with the patient. EHS is transport only. They cannot apprehend/restrain a patient against their will. VPD stays with the patient.
- ✓ If the patient is going to FT, and the patient does not require stretcher transport, EHS will ensure the patient is registered and banded, then may leave the department. Their report sheet becomes the hand over.

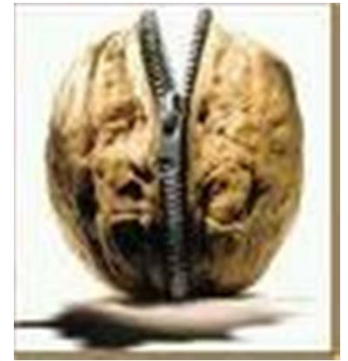


Pearls



rha0055 www.fotosearch.com

So, in a nutshell process mapping allows us to:



- Map whole patient journeys thereby helping us to capture the reality of our processes, identifying areas of duplication, variation, and unnecessary steps
- Look for opportunities for improvement by identifying points of inefficiency in our system
- Know where to start to make improvements that have the biggest impact for both patients and staff

