

Project Name:

Project Lead:

1. Why?

- This tool facilitates a conversation with a MDT so that they agree what work 'is' rather than 'imagined'. This conversation will help Identify a list of opportunities and issues that the team can work on
- Identify value and non-value adding activities e.g. activities that do not add value to the internal or external customer, including: delays; needless storage and transportation; unnecessary work, duplication, and added expense; breakdowns in communication
- Identify points of integration and handover
- Standardise process to minimise variation
- Assist in building a team
- Confirms accountability

2. How?

1. Observe the process and make transparent the current steps involved in a service user journey
2. Make clear which member of a multi-disciplinary team is accountable for which step
3. Map and redesign facilitates team working
4. A flow chart combined with data exposes waste and delays
5. Identify where weak service user handoffs are occurring
6. Define requirements for systems and ways of working
7. You can collect process measures along the map e.g. wait times, discharge rates and active care time

3. Tips for process mapping

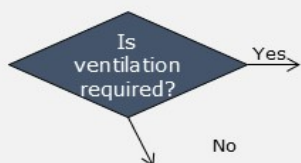
Process mapping symbols

Receive referral

Indicates the start point (trigger) of a process & the end point of a process (final output)

Schedule appointment

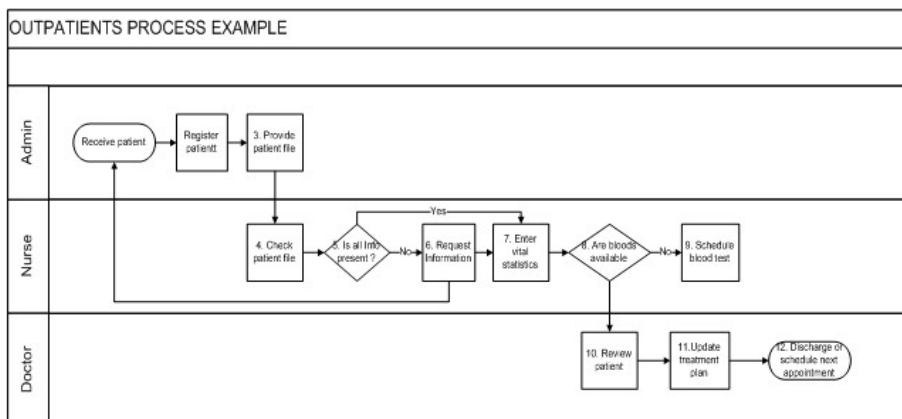
Describes each process step (verb noun construction)



Describes decision points

A

Used to link a process that flows on to second page



Swim lanes – one per role or team. Used to illustrate who does which step and where the hand off occurs

Process mapping steps

- 1) Draw a swim lane for each role/team
- 2) Identify the start point (trigger) and end points
- 3) Draw start and end symbols in the appropriate swim lanes
- 4) Identify the process steps and link them using arrows
- 5) Discuss process issues / opportunities to improve process as you create the map
- 6) Document map and issues & validate with users

4. Sample



You can create a visual process flow on a wall using sticky notes. It is a great way to involve all the team and making it easy to move around if you make mistakes!