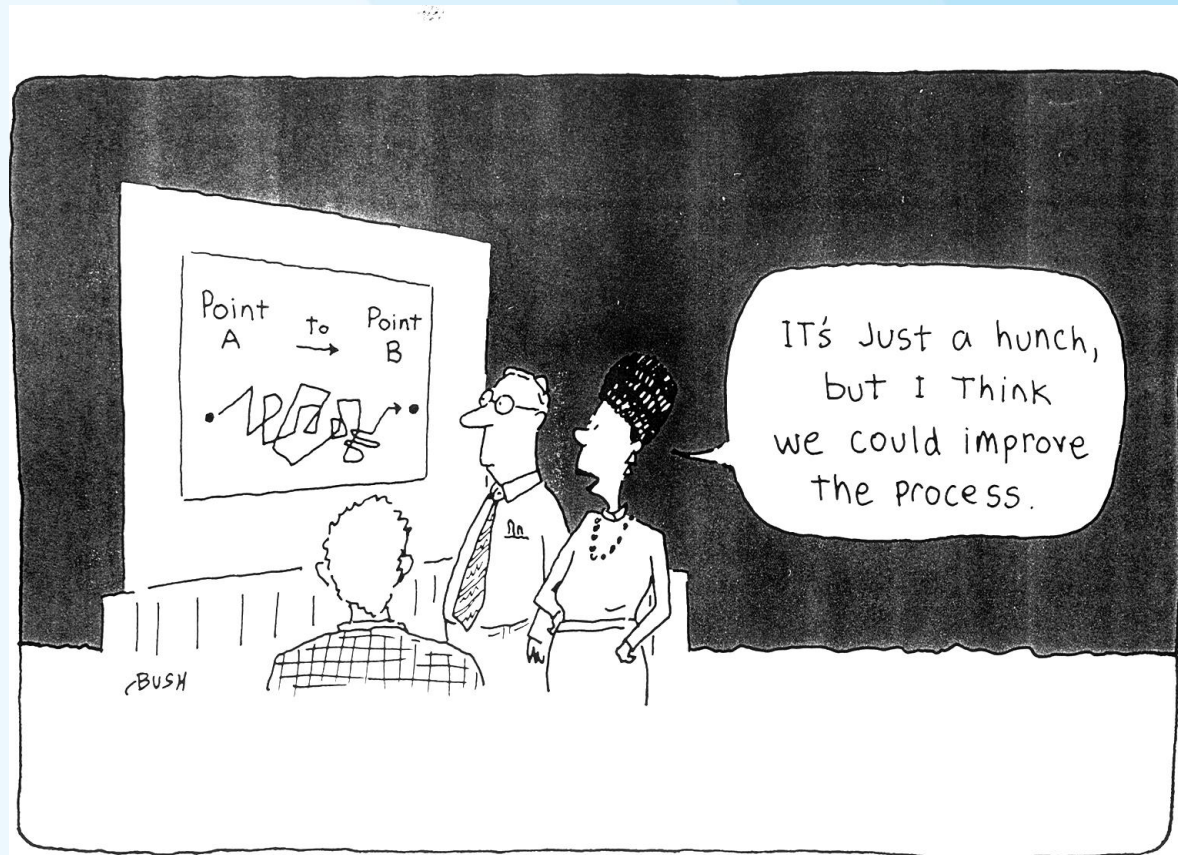


Process Mapping



Patti Feeney; Manager, QI Education



Morning Routine



What is a Process Map?

A sequence of detailed steps with a specific process



Importance

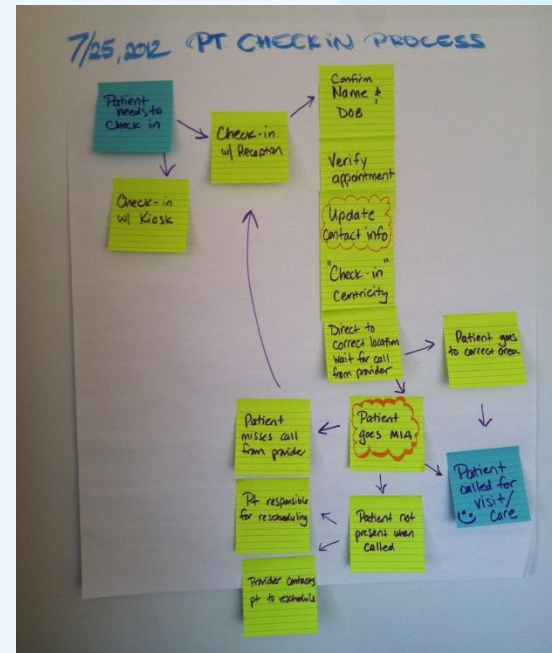
- Teamwork
- View of current work
- Identifies unwanted variation, waste, delays, and rework
- Generate ideas for improvement
- Document Processes
- Describe and understand the work
- Analyze and improve on processes

“You don’t learn to Process Map. You Process Map to learn.” - Dr. Myron Tribus



Prepare

- ✓ Identify the people with “tribal knowledge”
- ✓ Choose a process
- ✓ Identify purpose
- ✓ Start and end points
- ✓ Detail!



Important

Current process

Not what you WANT the process to be

Ask:

“What happens first”, and “what happens next”

Use:

Post-it notes (full sticky backing)

Dry erase markers

Super sticky flip chart paper

Blue painters tape



Shapes

- **Start & End:** An **oval** is used to show the materials, information or action (inputs) to start the process or to show the results at the end (output) of the process.

- **Activity:** A **box or rectangle** is used to show a task or activity performed in the process. Although multiple arrows may come into each box, usually only one arrow leaves each box.

- **Decision:** A **diamond** shows those points in the process where a yes/no question is being asked or a decision is required.

- **Connector/Break:** A **circle** with either a letter or a number identifies a break in the process map and is continued elsewhere on the same page or another page.

Cloud – represents the “Don’t know”

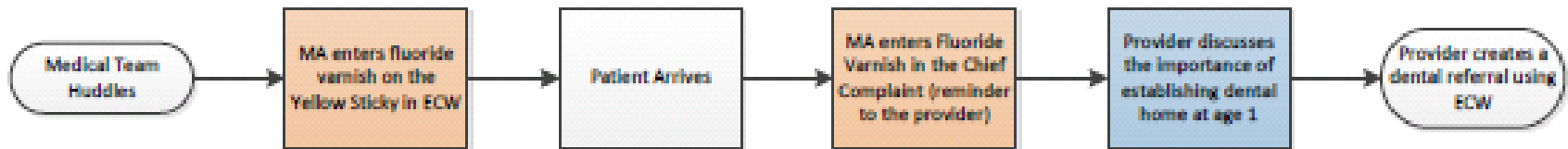
- **Arrow** – Process flow direction



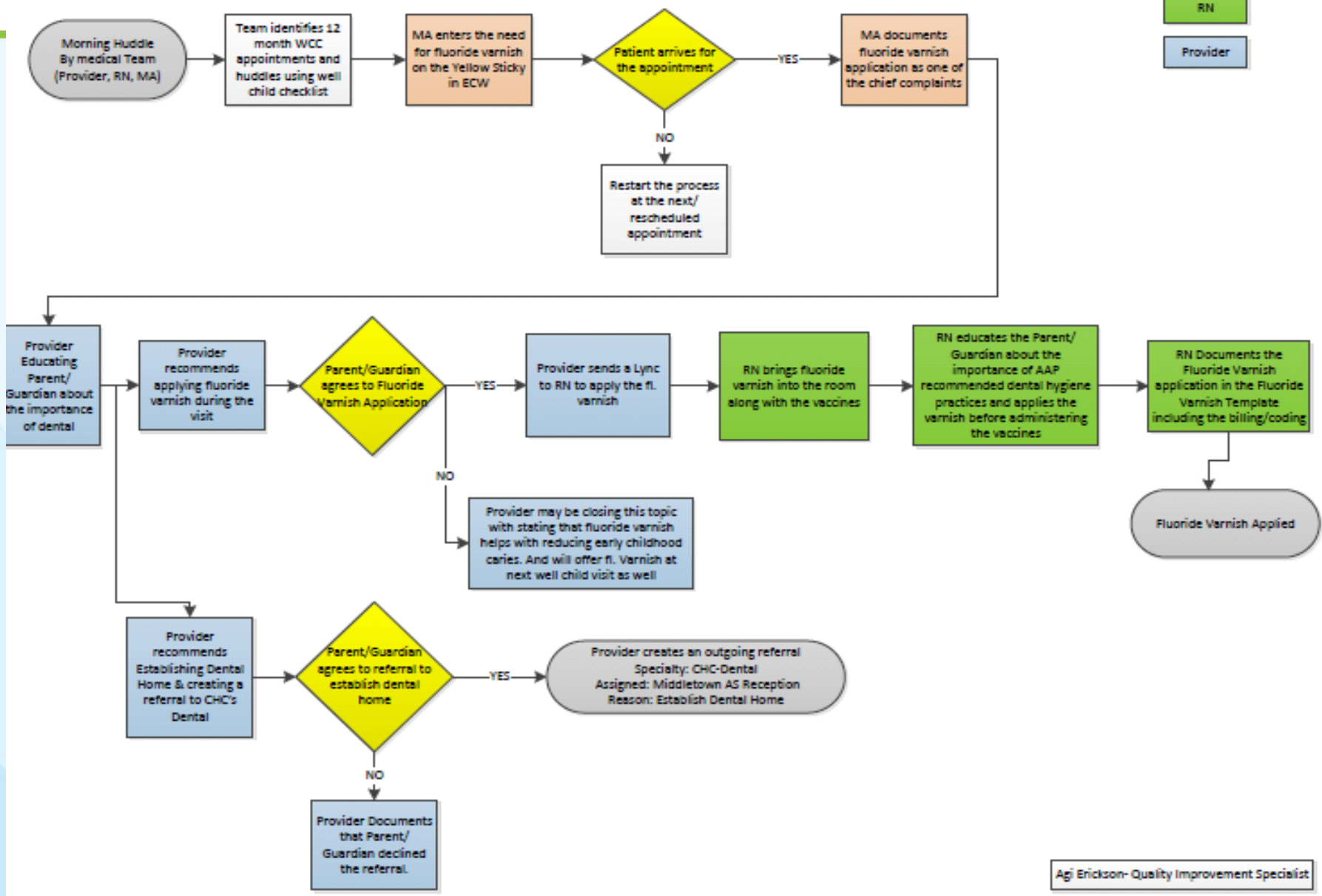
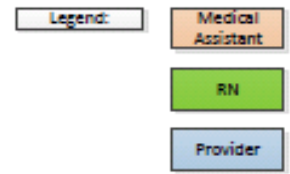
The Big Picture – 30,000 feet

A high level flowchart is a good place to start process mapping

High Level Flow Map – Establishing a Dental Home at 12mo WCC



Fluoride Varnish & Establishing a Dental Home Process Map at the 12 month Well-child Visit



Agj Erickson- Quality Improvement Specialist

Value Stream Mapping

A more detailed strategy for

- mapping out time within process
- identifying waste (transportation, resources, excess time, gaps, failures)
- causes for time delay

| Process Step #1 | Process Step #2 | Process Step #3 | Process Step #4 | Process Step #5 | Process Step #6 | Process Step #7 |
|---|---|---|---|--|--|--|
| Take out the bread | Open plastic, remove 2 slices of bread | Put bread slices on paper towel | Take Out Peanut Butter and open container | Take Out Jelly and open container | Take out knife, put into peanut butter jar and get PB onto knife | Spread peanut butter onto bread |
| Time | Time | Time | Time | Time | Time | Time |
| 2 Seconds | 3 seconds | 3 seconds | 5 seconds | 5 seconds | 5 seconds | 10 seconds |
| Explanation of Step | Explanation of Step | Explanation of Step | Explanation of Step | Explanation of Step | Explanation of Step | Explanation of Step |
| 2 seconds to realize no bread | 3 seconds to reach into bag and select two slices | 3 seconds to walk to paper towels & realize we were out | Walk to cabinet, find peanut butter and unscrew container | Walk to refrigerator, find jelly | swirl knife around jar to get peanut butter | spread peanut butter from knife onto bread |
| Wait time before next step? | Wait time before next step? | Wait time before next step? | Wait time before next step? | Wait time before next step? | Wait time before next step? | Wait time before next step? |
| 45 Minutes | 0 | 4 minutes | 0 | 0 | 0 | 0 |
| If wait time, why? | If wait time, why? | If wait time, why? | If wait time, why? | If wait time, why? | If wait time, why? | If wait time, why? |
| Remembered bread in freezer. Thaw time was 45 minutes | n/a | I had to go to the basement to get a new roll of paper towels | | | | |
| Total process time (from 1st to 2nd step) | Total process time (from 1st to 2nd step) | Total process time (from 1st to 2nd step) | Total process time (from 1st to 2nd step) | Total process time (from 1st to 2nd step) | Total process time (from 1st to 2nd step) | Total process time (from 1st to 2nd step) |
| 47 Minutes | 3 seconds | 4 minutes, 3 seconds | 5 seconds | 5 seconds | 5 seconds | 10 seconds |

