

TOOL: Process Map

What is the tool?

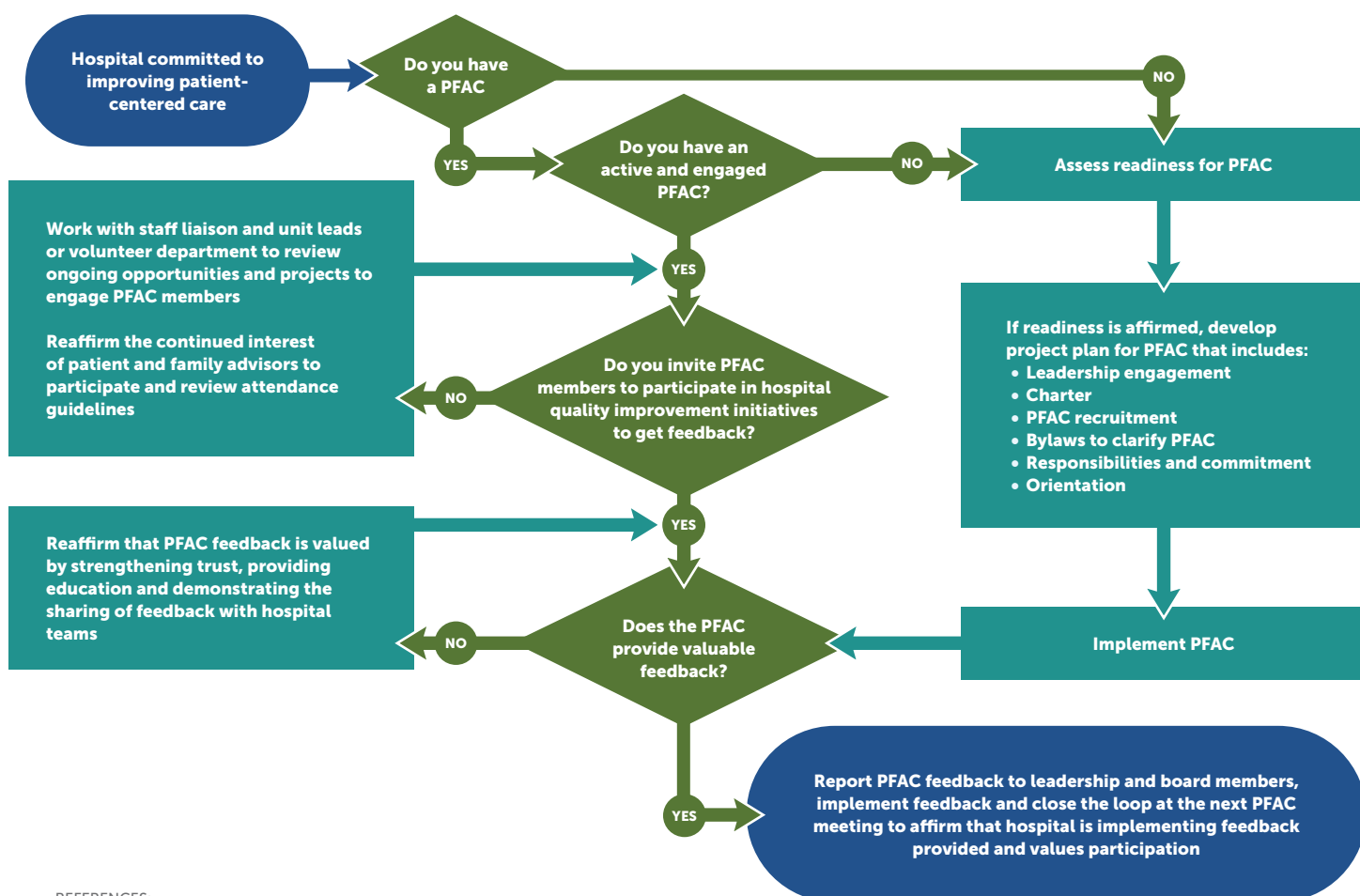
A **Process Map** identifies the steps and decisions of a process in a diagram.



When should the tool be used?

A **Process Map** can be used to brainstorm ideas for process improvement, increase communication and provide process documentation. It is a valuable tool for helping improve efficiency and productivity by visualizing and analyzing workflows to pinpoint bottlenecks, repetitions and delays.

Example: A hospital wants to improve patient-centered care through a patient and family advisory committee. Using a process map guides the team on how to assess readiness for and implement a PFAC, gather patient feedback on their care experiences and then use this feedback in ongoing quality improvement projects.



REFERENCES:

- EQIC. "[PFE resources.](#)"
- Institute for Healthcare Improvement. "[5 Steps for Creating Value Through Process Mapping and Observation.](#)"
- Six Sigma. "[Process Mapping.](#)"