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. Hospital committed to Do you have improving patienta PFAC centered care Do you have an **Assess readiness for PFAC** active and engaged PFAC? Work with staff liaison and unit leads or volunteer department to review ongoing opportunities and projects to engage PFAC members If readiness is affirmed, develop **Reaffirm the continued interest** project plan for PFAC that includes: of patient and family advisors to Do you invite PFAC • Leadership engagement participate and review attendance members to participate in hospital Charter NO quality improvement initiatives to get feedback? guidelines • PFAC recruitment • Bylaws to clarify PFAC Responsibilities and commitment Orientation Reaffirm that PFAC feedback is valued by strengthening trust, providing education and demonstrating the sharing of feedback with hospital **Does the PFAC** teams **Implement PFAC** provide valuable feedback? Report PFAC feedback to leadership and board members, implement feedback and close the loop at the next PFAC meeting to affirm that hospital is implementing feedback provided and values participation REFERENCES:

1. EQIC. "PFE resources."

2. Institute for Healthcare Improvement. "5 Steps for Creating Value Through Process Mapping and Observation."

3. Six Sigma. "Process Mapping."

