

TOOL: Value Stream Map

What is the tool?

A **Value Stream Map** is a [lean](#) tool used to visualize and understand the flow of information from start to finish. The tool can map a patient's path to treatment to improve service, reduce delays (i.e., patient wait times) and quantify improvement opportunities.

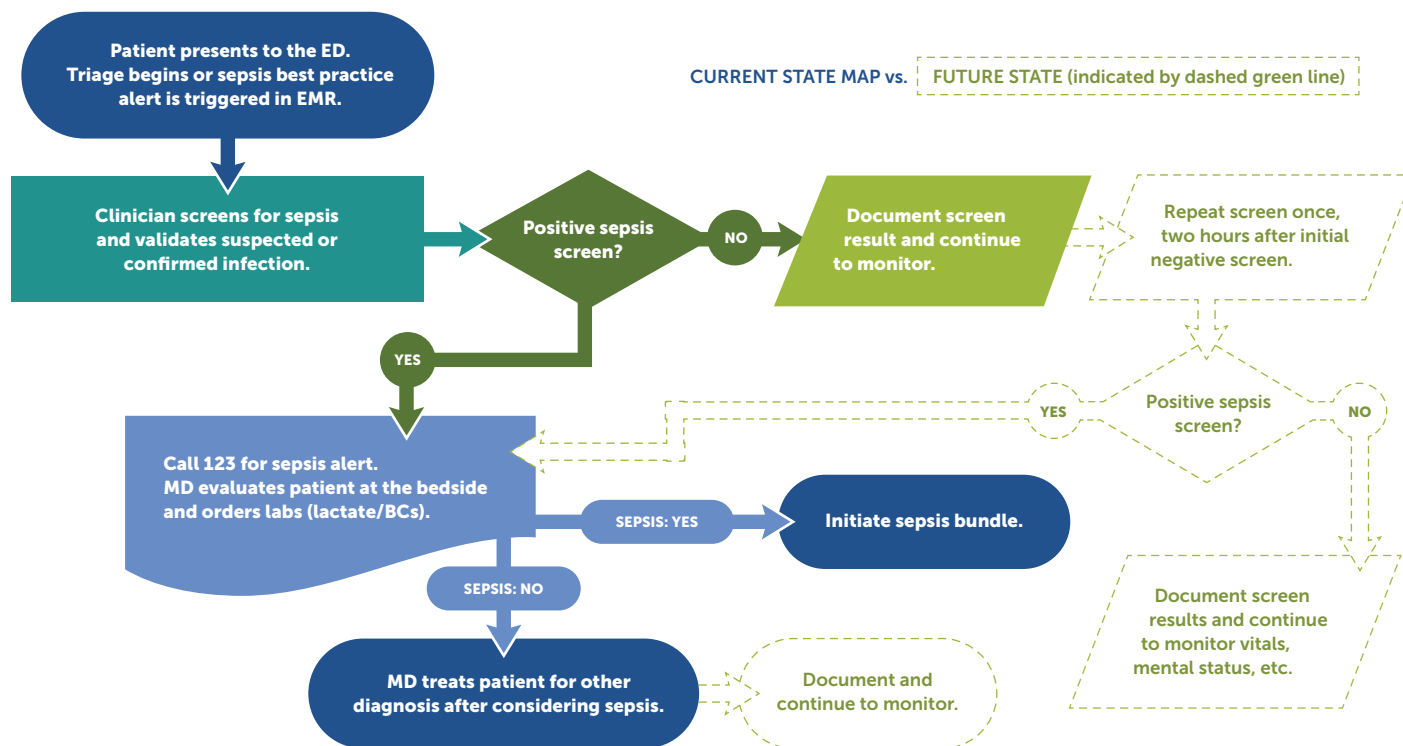


When should the tool be used?

A **value stream map** can be used to:

- » create a current and future (ideal) state that maximizes value and minimizes waste; and
- » facilitate clear communication and collaboration around the flow of information, low value and/or errors.

Example: A hospital lacks a sepsis management protocol to support the early identification and treatment of patients presenting in the emergency department with sepsis, severe sepsis or septic shock. A multidisciplinary task force maps out the current steps that occur once a patient presents to the ED and then updates the process to achieve a more ideal future state.



REFERENCES:

1. Institute for Healthcare Improvement. ["5 Steps for Creating Value Through Process Mapping and Observation."](#)
2. Agency for Healthcare Research and Quality. ["Ways to Approach the Quality Improvement Process."](#) See section 4.C.2. Lean.
3. ASQ. ["What is Value Stream Mapping?"](#)
4. Quality One International. ["Introduction to Value Stream Mapping."](#)
5. Lucidchart. ["Value Stream Mapping Symbols and Icons."](#)